

Organisation name	CELT Centre for English Language Teaching, Cardiff
Inspection date	12–13 March 2019

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 continued accreditation. However, evidence must be submitted within three months to demonstrate that weaknesses in S6 have been addressed. The required evidence was subsequently submitted.

Summary statement
<p>The British Council inspected and accredited CELT in March 2019. 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).</p> <p>This private language school offers courses in general English for adults (18+) and young people (17+), for closed groups of under 18s and vacation courses for under 18s.</p> <p>Strengths were noted in the areas of strategic and quality management and premises and facilities.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

Introduction

The school has two centres located about a 15-minute walk from each other. Adult courses run in the main centre, where the directors and administration offices are also based, and young learner (YL) courses run in the North Road centre. The school accepts closed groups of under 18s year-round, and most of these are school groups accompanied by their teachers. The summer holiday course for young learners accepts both group and individual bookings, with the majority of students coming in accompanied groups.

The inspection took place over two days. Both the adult and YL centres were visited. Meetings were held with the principal, the academic director, the director of studies, the academic projects development manager, the accommodation organiser, the administration officer, and two group leaders. Focus groups were held with teachers and students from the adult centre and from the YL centre. All teachers were observed. One inspector visited the residential accommodation above the school and one inspector visited the residential accommodation above the YL centre and three homestays.

Address of main site/head office

4–8 Salisbury Road, Cardiff CF24 4AD

Description of sites visited

The adult centre in Salisbury Road comprises three adjacent houses, numbers four, six and eight, with the main entrance in the middle house. Numbers six and eight are joined together through an outside space at the back, where there is also a seating area. The third house, number four, was acquired more recently, and is joined to number six internally. The principal/academic director's shared office, administrative space and residential student accommodation are located in number four. At number six, there is a reception area, the teachers' room, a student common/computer room and a student kitchen on the ground floor. The first floor houses an office and three classrooms, and there are toilets on both floors. At number eight, the ground floor comprises a student common room and computer room, the staff kitchen and two classrooms, with three further classrooms and a meeting room on the first floor. There are toilets on both floors.

The YL centre (20–22 North Road, Cardiff CF10 3DY) occupies both parts of a large, period detached house, with a break-out area outside at the back. On the ground floor there is a reception and office area, a student common area, a student computer room and two classrooms, with three toilets. The first floor comprises three further classrooms and the teachers' room. The top floor is used for adult residential accommodation, accessible by keypad.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input checked="" 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

Since January 2019 the adult course has been open to 17 year-olds, but none had yet been enrolled. The main offering is general English for adults and summer holiday courses for 13–17 year-olds. IELTS preparation is offered on the general English course. Closed groups of teenagers are accepted throughout the year.

Management profile

CELT is run by its two owner directors, one of whom is the principal and the other is the academic director. A new management post has recently been created, the academic projects development manager, responsible for developing new courses. The fourth member of the management team is the director of studies. The accommodation and welfare officer, also a management role, was on leave at the time of the inspection. The administration and accommodation assistant was acting accommodation officer in her absence.

Accommodation profile

The school offers accommodation in homestays and its own two residences. The three homestays, selected by the inspector for visits, were individual houses and provided comfortable homes. One, hosting an adult, was close to the school. The other two, each hosting two 16-year-olds from an Italian group, were about 30 minutes away by public transport.

One residence is located on the first floor, above the directors' office in the main school. The other residence is above the YL centre in North Road. The minimum age for staying in the residences is 21. The residence in the main school has two single and one double bedroom, a bathroom, a kitchen and a living room. There were two adults staying in the North Road residence. It has six single bedrooms, a bathroom for each pair of bedrooms, a common room and a kitchen. Common areas are cleaned every week; students are responsible for cleaning their own rooms. There were up-to-date fire risk assessments, gas safety and electrical checks and alarm tests. Entry is controlled by door locks and a video entry phone. Residence information and rules are sent in advance and repeated on arrival in a residence pack.

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. Goals and values are very clearly stated and evident throughout the organisation and in its future planning. *Strategic and quality management* is an area of strength.

Premises and resources

The provision meets the section standard and exceeds it in some respects. The premises provide students and staff with a very comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. *Premises and facilities* is an area of strength.

Teaching and learning

The provision meets the section 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. YL courses are not as clearly structured as the adult courses, but both are generally managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard and exceeds it in some respects. The needs of students for security, pastoral care, information and leisure activities are met, and they benefit from well-managed student services including out-of-class activities and suitable accommodation.

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 the leisure activities and the accommodation provided.

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.	Strength
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.	Met
M5 The provider regularly obtains and records feedback from students on all the services	Met

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.	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

M1 The school's mission statement and ethos appears in publicity, on noticeboards and in handbooks and is integral to the working of the organisation. Managers are fully aware of the goals and values of the organisation and their relevance to the current context. Managers demonstrated good awareness of market conditions and developments within the ELT sector.

M2 There are comprehensive plans, clearly presenting short, mid and long-term objectives. The objectives are SMART and there is evidence to demonstrate that measures are already in place to achieve some of the set objectives.

M3 Two organograms are clearly presented and understood by all staff. One presents the lines of management within the school, and there is a separate organogram for the safeguarding structure. When both centres are running, well-established management and operational procedures ensure the smooth running of both.

Administrative staff work closely together and they can effectively cover each other's roles in the case of absence.

M7 The school has a regular reviewing cycle, which incorporates multiple sources of reference, including feedback from students, staff and group leaders as well as previous inspection reports from various bodies. Self-evaluation procedures are in place and there is evidence of actions taken in response to the current situation and to improve the services and facilities offered. The school has also sought input and guidance from external consultancies.

Staff management and development	Met
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.	Not met
M10 There are effective procedures for the recruitment and selection of all staff.	Met
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.	Met
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.	Met

Comments

M9 All job descriptions are up to date and relevant. However, these are not dated and there is no evidence of regular review.

M10 The procedures for recruitment and selection of staff are generally effective. However, in one recent case, the written references received had yet to be included in the staff file.

Student administration	Met
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.	Met
Comments	
M14 Feedback from various sources confirms that staff are friendly, approachable and helpful. Administrative staff work closely together and can therefore easily cover for each other. Additional staff are brought in at peak times. The database has been tailor made and staff are well trained in its use and are therefore able to access information and data quickly and efficiently.	
Publicity	Met
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.	Strength
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.	Strength
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	Met
Comments	

There is a website, which is the school's main medium of publicity and two brochures, one for adult courses and one for young learner courses. The school also uses and appears on various social media websites.

M23 Both the website and brochures give clear information in accurate and highly accessible plain English.

M26 Publicity offers very clear information about the level of care for under 18s on the different courses available for them. There are different and comprehensive parental consent forms for students enrolling on closed group, vacation or adult (17+) courses.

M28 Teachers are described as qualified and experienced. At the time of the inspection all the teachers were qualified, but one teacher had less than six months' experience. This was changed during the inspection and is no longer a point to be addressed.

M29 Claims to accreditation are in line with Scheme requirements. However, in one or two cases an out-of-date marque is being displayed on permanent signs outside the premises.

Premises and resources

Premises and facilities	Area of strength
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.	Strength
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 Both premises, including external areas, are very well maintained. The premises are regularly redecorated and are kept spotlessly clean. There is ample storage space so that offices, teachers' rooms and the reception areas are tidy, and information, resources and records are easy to access.

P2 Classrooms vary in shape and size and classes are allocated accordingly so that there is optimum space. The windows are double glazed and there is no noise transference between classrooms. All the classrooms have good natural light and flexible, comfortable furniture.

P3 Both premises offer students various different spaces to relax in. Some rooms are also available for quiet study or reading. There are also small kitchens where students can store and heat food and tables provided where they can eat together.

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.	N/a
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

Comments

All the relevant 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

All the criteria in this section are fully met.

Academic management	Met
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.	Not met

Comments

T9 The director of studies (DoS) provides day-to-day guidance for teachers. When courses are running at both centres, the DoS is based at the YL centre and the academic director is on hand at the adult centre. There are regular in-house training sessions led by the academic director and arrangements are in place to allow for peer observations.

T10 Teachers are observed annually and new or less experienced teachers more frequently. However, there is no evidence of action planning to improve or develop teaching.

Course design and implementation	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Not met
T12 Course design is regularly reviewed in light of the different and changing needs of	Met

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.	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 The adult courses are based on current coursebooks and the syllabus provides a very clear structure for teachers' guidance. The YL closed group and vacation courses are designed around the needs of the groups. However, although teachers on YL courses are given guidance about managing and delivering YL courses in general, the structure of the courses is not clearly described.

T13 Weekly plans, drawn up by the teachers, are displayed on noticeboards in both adult and YL classrooms. Although the content of lessons is clearly outlined on the plans, in some cases the intended learning outcomes are not made explicit.

T15 Although the chosen coursebooks on adult courses include study and learning strategies and students who are enrolled on a course of eight weeks or more benefit from tutorials, study and learning strategies are not included in the syllabi and the embedding of study and learning strategies was not evident in the observed classes.

Learner management	Met
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.	Met
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 criteria in this area are fully met.

Classroom observation record

Number of teachers seen	7
Number of observations	7
Parts of programme(s) observed	Adult and junior general English, IELTS preparation.

Comments

None.

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.	Strength
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.	Not 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	Met

environment and resources.	
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.	Met

Comments

T23 In the majority of segments seen, teachers demonstrated a very sound knowledge and awareness of the use of English and the linguistic systems underlying it. For the most part they produced clear spoken and written models, with boardwork including both parts of speech and phonemic script. The language explanations given were relevant and concise.

T24 In most cases the student profiles given in plans demonstrated a knowledge of students' learning needs and the topics and materials chosen were appropriate. There was some evidence of differentiation, but this was not always evident in the plans.

T25 Although in most cases there was a clear set of activities around a single topic or language point, the aims were generally expressed as teaching activities and only in a few cases were learning outcomes made known to students.

T26 A variety of appropriate teaching techniques was seen. Good use was made of reviewing and recycling in stronger segments and in some cases young learner techniques were used to good effect.

T28 Students were encouraged with positive comments. However, opportunities to correct were sometimes missed, particularly in the area of pronunciation.

T30 In most cases students were engaged and studying in a positive atmosphere.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to just satisfactory, with the majority of segments observed being satisfactory. Teachers had a very sound knowledge of the English language and class profiles demonstrated an awareness of students' needs. Although activities were generally relevant, the learning outcomes were only made known to students in a few cases. Teaching techniques were generally appropriate, and the classroom was effectively managed. In most cases students were engaged and enjoyed learning in a positive atmosphere.

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.	Strength
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.	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.	Met
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

W1 The school's systems and measures taken to ensure the safety and security of students, staff and visitors are very good. Access to both premises is closely monitored and secure. Visitors are checked and issued with badges and written safety instructions. Risk assessments and emergency procedures are appropriate and up to date. There is an e-safety and ICT policy. The principal's job description includes his responsibility for the health, safety and well-being of all in the school.

W3 Within the family atmosphere of the school, the pastoral care of students is regarded as the joint responsibility of all managers and staff. The names and photographs of all the members of the adult and junior staff teams appear in the student handbooks but no individuals were identified as the person or people to deal with students'

personal problems. This information was added during the course of the inspection and is no longer a point to be addressed.

W7 Information and advice is up to date and presented attractively in the accessible and illustrated student handbooks, on the website and at induction. Sections in the handbooks give relevant information about Life in the UK. A quiz at the end of the induction checks understanding of key points

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Not met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Strength
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met
Comments	
W10 Although the school's <i>Guidelines for Homestay Providers 2019</i> specify that hosts should change bedlinen and towels every week, one of the three hosts visited was unaware of and not complying with the requirement.	
W11 The school revisits nearly all hosts every year. Information on the homestay register is comprehensive and up to date. When revisits are due, the database flags them up automatically. Similarly, it signals when evidence is due that hosts' gas safety checks, fire risk assessments, DBS checks and safeguarding training are up to date.	
<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	Met
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.	Met
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met
Comments	
All criteria in this area are fully met.	
<i>Accommodation: other</i>	
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	
W21 Information and advice about the implications of living in privately rented accommodation is available from the accommodation organiser if requested. However, there is no simple checklist of advice for her or for students to ensure all the implications are considered.	
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.	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.	Met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met
Comments	
All criteria in this area are fully met.	

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.	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.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Not met
S7 There are suitable arrangements for the accommodation of students.	Met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met
Comments	

At the time of the inspection there was a single closed group of 37 16 and 17 year-olds from a school in Italy attending a two-week course. In July and August there is a summer holiday course for 13 to 17 year-olds with open enrolment, although most of these students attend in groups.

S2 As well as the full safeguarding policy, there are three condensed versions for staff, group leaders and homestay hosts. Four members of the management team are trained to specialist level, two staff to advanced level and all staff and relevant hosts have basic online safeguarding training, reinforced by ongoing face-to-face training.

S3 There is a range of parental and guardian consent forms appropriate to different ages, and for groups or individual enrolments, and travel arrangements. There are also notes for parents or guardians which they and the student sign at enrolment. Overall, the forms and notes are comprehensive and accessible (but see S6 below).

S6 Parents and students sign the relevant rules for under 18s at enrolment, and so that adult students are aware, their handbook includes the rules for under 18s studying on adult courses. However, the suitability of the curfew for 13–15 year-olds of 22.00 has not been risk assessed. There was no rule about students returning to the homestay for evening meals. Students in the closed group of 16 and 17 year-olds present at inspection could choose, provided they gave notice to their homestay host, not to return to their homestays for the evening meal but instead eat out with friends. Parents were not aware of this and had not been asked to give consent.

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	1993
Last full inspection	2015
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	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	1989
Ownership	Name of company: CELT – Centre for English Language Teaching Ltd. Company number: 2469983
Other accreditation/inspection	N/a

Premises profile

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

Student profile

	At inspection	In peak week: July (organisation's estimate)
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	18	60
Full-time ELT (15+ hours per week) aged 16–17 years	37	45
Full-time ELT (15+ hours per week) aged under 16	0	35
Part-time ELT aged 18 years and over	2	8
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	57	148
Junior programmes: advertised minimum age	13	13
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Italian	Italian, Spanish, Chinese, Omani
Adult programmes: advertised minimum age	17	17
Adult programmes: typical age range	21–35	17–40
Adult programmes: typical length of stay	12 weeks	4 weeks
Adult programmes: predominant nationalities	Saudi, Qatari	Italian, Czech, Saudi, Spanish

Staff profile

	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	7	12

Number teaching ELT 20 hours and over a week	4	
Number teaching ELT under 19 hours a week	3	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	4	
Total number of support staff	0	

Academic manager qualifications profile

Profile at inspection		
Professional qualifications		Number of academic managers
TEFLQ qualification		3
Academic managers without TEFLQ qualification or three years relevant experience		0
Total		3
Comments		
Academic managers were not scheduled for any hours of teaching during the week of the inspection.		

Teacher qualifications profile

Profile in week of inspection		
Professional qualifications		Number of teachers
TEFLQ qualification		2
TEFLI qualification		5
Holding specialist qualifications only (specify)		0
Qualified teacher status only (QTS)		0
Teachers without appropriate ELT/TESOL qualification		0
Total		7
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	3	37
Private home	0	0
Home tuition	0	0
Residential	2	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	2	0
Staying in privately rented rooms/flats	13	0
Overall totals adults/under 18s		
	20	37
Overall total adults + under 18s		57