

Organisation name	Bournemouth Language School
Inspection date	27–28 March 2023

Section standards	
Management The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
Premises and resources The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
Teaching and learning The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
Welfare and student services The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
Safeguarding under 18s There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

Recommendation
We recommend accreditation with a spot check in the first 18 months. However, evidence must be submitted within three months to demonstrate that weaknesses in W1, W26, S2 and S3 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited Bournemouth Language School in March 2023. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This private language school offers courses in general English for adults (18+) and young people (16+) and for closed groups of under 18s.

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

Introduction

Bournemouth Language School (BLS) was established in 2021 by the two owner directors. The two heads of school were involved in the process of setting up the school throughout 2022, and officially came on board as employees and shareholders in early 2023. Student numbers have been limited up to this point, and the heads have carried out most of the teaching so far, calling on a small pool of teachers as required.

The inspection took a day and a half. Meetings were held with the heads of school. Focus group meetings were held with teachers and with students. All four teachers timetabled during the inspection were observed twice: once by each inspector. One inspector visited two homestay hosts.

Address of main site/head office

26 Dean Park Road, Bournemouth BH1 1HZ

Description of sites visited/observed

The school is located in the annexe of a large building belonging to the owner directors. It was formerly used as a language school and is now residential, apart from the annexe. BLS has a dedicated entrance on the ground floor, which also houses a male/disabled single toilet, a small relaxation/seating area, a large student common room and teachers' room which can be divided, three classrooms, and female toilets. Upstairs, accessed through a covered fire escape, are four further classrooms, toilets and a space which could potentially be used as a reception/breakout area. However, the first floor is not in use as it is not yet fully renovated, and although two of the classrooms could potentially be used, the access areas are not ready. Outside there is parking and a designated garden area with seating, a separate smoking space, and lawns with some sports equipment. The immediate area is quiet and mostly residential; the town centre is approximately 15 minutes away on foot.

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

Comments

The main offer is general English, with add-ons such as exam preparation, business English and medical English, in response to demand, largely from groups so far. One-to-one tuition and bespoke group courses are offered year-round. Junior courses have been hosted at the school, run by another accredited provider, but BLS hopes to host groups itself this summer.

Management profile

The two owners are the managing director and director. The two heads of school, who also have a shareholding, report to the managing director. Teaching staff, hired as required, report to the heads.

Accommodation profile

The school offers homestay and residential accommodation, which is managed by the school itself. The co-inspector visited two homestays within walking distance of the school.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision generally operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity. Feedback mechanisms are insufficiently thorough, and some details in publicity require attention. A number of systems are in place which have yet to be fully implemented.

Premises and resources

The provision meets the section 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.

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. Courses are generally structured and managed to provide the maximum possible benefit to students, although some aspects of course design are insufficiently detailed. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The general needs of students for day-to-day security and safety are met; some aspects of this area require further attention. The accommodation seen was of a high standard, and appropriate systems are managed effectively. There is a variety of social, cultural, educational and sporting activities which are appropriately organised overall; there was an absence of event-specific risk assessments.

Safeguarding under 18s

The provision meets the section standard. There is a clear and comprehensive safeguarding policy although insufficient evidence that staff have received related training. There are satisfactory arrangements for student accommodation and leisure activities. Staff recruitment procedures are generally managed effectively. However, parental consent forms require review.

Declaration of legal and regulatory compliance

Sampling of documentation revealed an issue in relation to the *Declaration of legal and regulatory compliance* which the provider has been asked to follow up.

Evidence

Management

Strategic and quality management	Met
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Met
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Met
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.	Met
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 offered. Feedback is circulated to relevant staff and appropriate action is taken and recorded.	Not met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Not 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.	Met

Comments

M3 The structure is clear. The operation is currently very small and the heads work closely together and cover for each other.

M5 No early feedback has been collected formally. There are no records of action taken in response to feedback.

M6 Although staff have ample opportunity to give feedback and teachers in the focus group were very clear about this, no formal mechanisms have yet been established.

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.	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	
M8–M13 Appropriate systems are in place for all aspects of staff management and development, although very few have so far been implemented because the school is so new. Any additional teachers have so far been engaged on a self-employed basis, and no appraisals have yet taken place.	

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
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.	Not 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	
M19 There is a clear policy on attendance, which is not applied consistently because some students attend on a pay-as-you-go basis, where students pay in advance for a number of lessons to be taken as convenient.	

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.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	Not met
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	N/a

Comments

The main medium of publicity is the website. A brochure is also produced; this can be downloaded from the website.

M26 Publicity does not give a clear indication of the level of care for under 18s.

M28 Terms used to describe teachers include “highly qualified” and “excellent”; this does not apply to all staff at all times.

Premises and resources

Premises and facilities	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Met
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

P2 The three classrooms currently in use are spacious, quiet and well equipped, with good natural light and flexible furniture. The upstairs classrooms are still to be refurbished and not yet in use.

P3 The common room space is large, welcoming and bright, with comfortable seating and computers for student use as well as games and television. Additional space is available outside, with seating and garden areas.

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

P12 There is a policy for review of resources; this has not yet been implemented.

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.	Strength
Comments	
T4 Both heads are TEFLQ with considerable experience in both teaching and academic management.	
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.	Met
Comments	
T8 Continuous enrolment is well managed in general; the presence of pay-as-you-go students poses a particular challenge in this respect.	
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.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Not 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.	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.	Not met
Comments	
T13 There are no written course outlines for students. T16 Bespoke courses include specific activities designed to develop language skills outside the classroom; however, this does not extend to general courses, where no such strategy is included.	
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	4
Number of observations	8
Parts of programme(s) observed	All
Comments	
Each teacher was observed twice; once by each inspector.	

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

T23 Teachers demonstrated appropriate knowledge and awareness of the use of English, and provided clear and natural models. In many classes additional linguistic information was provided; such as word class and pronunciation. In general, explanations and examples were clear; in the better lesson segments they were efficiently illustrated and checked.

T24 Plans included good student profiles and the teachers' knowledge of their students was evident. Lesson content and topics were appropriate to the learning needs and cultural background of students, and some plans included flexibility to accommodate different circumstances and learning styles.

T25 Relevant outcomes were made explicit to students, often through a written display on the wall. Lessons were coherent with clear focus and direction, and logical progression with appropriate scaffolding.

T26 Teachers made use of a variety of appropriate techniques to promote learning and student engagement, including eliciting, use of nomination, repetition, and promoting student interaction. In the stronger segments concept questions were used effectively to check understanding.

T27 Resources were used competently and effectively, and the classroom environment was appropriately managed.

T28 Teachers were encouraging and supportive of students' efforts, and used a variety of techniques for correction and feedback, including reformulating and promoting peer or self correction. Some teachers fully exploited opportunities for correction as they arose, and some correction had been planned in advance.

T29 Lessons included activities to evaluate learning such as short task completion, monitoring and whole class feedback, as well as reference to previous learning.

T30 A very positive atmosphere was observed in classes; teachers generally had strong presence and maintained a good pace with appropriate variety of interaction patterns. There was a high level of student contribution in most lessons, and students were very purposefully engaged.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to satisfactory with the majority being satisfactory or better against the criteria. Teachers demonstrated sound language knowledge and planned lessons taking account of course objectives as well as group and individual learning needs. The staging of lessons was generally helpful, and teachers made effective use of a range of appropriate techniques. The classroom environment and resources were generally well managed. Feedback techniques were generally appropriate, and tasks were selected to evaluate learning. There was a purposeful and positive learning atmosphere in most classes.

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.	Not met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	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.	Met
W8 Students have access to adequate health care provision.	Met

Comments

W1 Although the premises are generally safe and compliant with fire protection requirements, there have been no fire drills since the school opened. In addition, the front door entrance is unattended and does not have a student-accessible lock.

W2 The criterion is met; however, insufficient guidelines are given to students when they first arrive on what to do in an emergency.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Strength
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Not 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

W9 The homestay hosts visited provided a very good standard of accommodation. They were experienced, knowledgeable, well-informed and very well aware of the needs of their students.

W12 Students do not receive written confirmation about the approximate time and cost of travel between the accommodation and teaching premises.

<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 sub-section 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.	Met
Comments	
All criteria in this sub-section are fully met.	
Leisure opportunities	Met
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Not met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met
Comments	
W26 There was insufficient evidence that risk assessments are consistently drawn up in relation to specific activities and are regularly updated.	

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.	Not met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Not met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	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.	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	
<p>There were no under 18s enrolled at the time of the inspection. Students aged 16 and 17 are allowed to attend courses for adults. There are plans to accept students under 16 on separate courses in future.</p> <p>S2 No evidence was collected systematically to indicate that all adults in contact with under 18s had completed relevant safeguarding training.</p> <p>S3 The current parental/guardian consent form does not say that 16 and 17 year olds may be taught in groups of over 18s, and there are no age related curfew times.</p>	

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 Sampling identified the following issue: teachers operate on a self-employed basis; the school should seek further advice from the relevant statutory/regulatory body or obtain independent legal advice.

Organisation profile

Inspection history	Dates/details
First inspection	27 March 2023
Last full inspection	N/a
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Not accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	31/03/2021
Ownership	Name of company: Bournemouth Language School Ltd. Company number: 13305460
Other accreditation/inspection	N/a

Premises profile

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

Student profile

	At inspection	In peak week: July 2023 (organisation's estimate)
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	6	20
Full-time ELT (15+ hours per week) aged 16–17 years	0	20
Full-time ELT (15+ hours per week) aged under 16	0	20
Part-time ELT aged 18 years and over	7	0
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	13	60
Junior programmes: advertised minimum age	12	12
Junior programmes: advertised maximum age	17	17

Junior programmes: predominant nationalities	N/a	Italian, Spanish, French
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	25–50	16–50
Adult programmes: typical length of stay	4 weeks	4 weeks
Adult programmes: predominant nationalities	Polish, Swiss, Turkish	Polish, Italian, French

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	2	7
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 20 hours a week	2	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	0	
Total number of support staff	0	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	2
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	2

Comments

Each of the heads normally teaches up to 15 hours a week. During the inspection each was timetabled for seven and a half hours.

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	2
TEFLI qualification	2
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	4

Comments

The two heads are the main teachers year-round, with other teachers being brought in as necessary.

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	0
Private home	0	0
Home tuition	0	0
Residential	0	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	9	0

Staying in privately rented rooms/flats	1	0
Overall totals adults/under 18s	13	0
Overall total adults + under 18s	13	