

Organisation name	Bright School of English, Bournemouth
Inspection date	18–19 June and 7 August 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 with a spot check within six months to verify that action points relating to safeguarding under 18s continue to be effectively implemented and to check other areas where there was a need for improvement.

Summary statement
<p>The British Council inspected and accredited Bright School of English in June and August 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 (16+) and for closed groups of adults (18+) and young people (16+).</p> <p>The inspection report noted a need for improvement in the areas of strategic and quality management and course design.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

Introduction

The owner/director founded the school in 2010 and took over the lease of the premises, renewable on an annual basis, at that time. The director continues to manage the day-to-day running of the school.

The June inspection lasted one and a half days with two inspectors. Meetings were held with the director, the acting director of studies and the administration manager. Two focus group meetings were held, one with teachers and one with students. All teachers timetabled during the inspection were observed. One inspector visited two homestays and a residence.

A spot check was conducted in August by the reporting inspector from the full inspection, focusing on action taken to address weaknesses in Care of students and Safeguarding under 18s. The inspector arrived at 9.00 and left at 13.00. Meetings were held with the director, the administration manager, group leaders, a group of students, students aged under 18. The director of studies and teachers were seen very briefly and the inspector observed the classes for five to ten minutes. Documentation was seen. The inspector had visited the residence used for adult students very recently when inspecting another school.

Address of main site/head office

214 Old Christchurch Road, Bournemouth, Dorset BH1 1PE

Description of sites visited

The school is located in the centre of Bournemouth. The entrance from the street opens onto a staircase which leads up to the first floor where the large open-plan reception and office is located. There are three classrooms, a smaller meeting room suitable for one-to-one tuition, a student relaxation area and a teacher's room where resources are kept.

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

Most students follow a 15-hour general English course with the option to add on an additional six hours. One-to-one classes are offered on demand, as an add-on to general English courses. Recently one closed group of students attended a two-week course which prepared them for an external speaking examination.

Management profile

The owner director is responsible for the day-to-day running of the school. At the previous inspection there was a part-time academic manager (AM), who was assisted by a full-time senior teacher. When the AM left nine months ago, the senior teacher took over as acting director of studies, with some academic management responsibilities. The director is also assisted by the administration manager, who manages the accommodation.

Accommodation profile

The school provides homestay accommodation and has agreements with three residence providers two of which are available during the academic year (Outlook and St Peter's) and one which is only available in the summer (Purbeck House).

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. However, future objectives are not clear and effective reviewing processes are not systematically followed. There is a need for improvement in *Strategic and quality management*.

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. However, the provision of academic management and support for teachers has been insufficient and course structure and outlines are not clearly described or defined. Learner management is effective. The teaching observed met the requirements of the Scheme. There is a need for improvement in *Course design*.

Welfare and student services

The provision meets the section 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.

Safeguarding under 18s

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Evidence

Management

Strategic and quality management	Need for improvement
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.	Not 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.	Not 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.	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.	Not met

Comments

M2 The objectives are not clearly defined and lack specific steps and time frames.

M3 The day-to-day running of the organisation is carried out by the director. Although he is assisted by the administration manager and the acting DoS, in his absence some essential tasks cannot be carried out and there is no suitably qualified cover for his designated safeguarding lead role. Since the part-time AM left, the academic management cover provided by the acting DoS has not been sufficient.

M5 There is no systematic collection, recording or collation of student feedback.

M7 Some points to be addressed that arose in the last full inspection have not yet been addressed, particularly in the areas of guidance and observation of teachers, and in course design. Although systems and practices are reviewed on an informal basis, the self-evaluation lacks sufficient detail.

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 Some job descriptions are incomplete and lack evidence of regular review.

M10 In June, the recruitment policy stated that references 'may' be followed up, for recent appointments written references had not always been taken up and telephone references had not been recorded. Two written references are now required and two references are on record for all staff employed since 2014.

M13 The school fully funded a diploma course for the current director of studies so that he could take over the role of academic manager.

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.	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

All criteria in this area are fully met.

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.	Not 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.	Met
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met

M29 Claims to accreditation are in line with Scheme requirements.	Met
Comments	
A website, printed brochure and various social media are used for publicity. M24 The objectives and levels on the general English course are not adequately described. The maximum class size is stated as 15, but it is actually 16.	

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.	Met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met
Comments	
P1 A refurbishment programme of the internal areas of the school has been undertaken and the premises are clean and generally in a good state of repair and decoration.	

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	
P9 The school has recently had two interactive whiteboards installed. P12 The school is investing in technology and is gradually installing interactive whiteboards.	

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	

T1 One teacher did not have a Level 6 qualification. A rationale was provided for this teacher, and accepted within the context of this inspection. The teacher has considerable ELT teaching experience and has also completed a post compulsory course at a college of further education.

T4 The acting DoS was not TEFLQ at the time of the June inspection. He has been carrying out observations and some other academic management duties. At the time of the inspection he had just completed the final module of a TEFLQ course and the coursework had been submitted for moderation to an external examination body. However, the TEFLQ status of the acting DoS is not yet confirmed. A rationale was submitted and was accepted within the context of this inspection. A few days after the inspection, the TEFLQ status of the acting DoS was confirmed and the certificate forwarded. This is no longer a point to be addressed.

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.	Not met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Not met

Comments

T9 There has been insufficient time available to the acting DoS to ensure that appropriate day-to-day guidance and support has been available to teachers, and there have been no recent in-house training sessions.

T10 Recent observations have been conducted by the acting DoS, who is not TEFLQ. The feedback does not include action planning.

Course design and implementation	Need for improvement
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 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

T11 Although the 15-hour general English course follows a coursebook, the six hours per week of add-on classes do not, and they have no coherent course structure described in writing for teachers' guidance.

T13 The only written course outline for students replicates the map of the coursebook and does not include reference to non-coursebook related material. There is no coursebook or course outline for students who are taking the add-on classes.

T16 Strategies which help students to develop their language skills outside the classroom are not systematically included in the courses.

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.	Not 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

T18 Although students are given regular tests from the coursebook, the results are not systematically recorded and there are no tutorials or opportunities to discuss individual progress and action planning with students.

Classroom observation record

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

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.	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.	Not 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 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.	Met

Comments

T23 Generally sound knowledge and awareness of the use of English was demonstrated. In better segments the use of phonemic symbols and stress marks aided correct pronunciation. However, in some segments, the explanation of language lacked clarity.

T24 Although generally course objectives were met, class profiles indicating the learning needs and interests of the students were not included in the lesson planning. There was no evidence of differentiation to accommodate these differences.

T25 Although activities generally followed a coherent sequence, outcomes were not clearly identified or shared with students.

T26 A variety of effective teaching techniques was seen in most segments. Meanings were systematically and effectively checked, pronunciation was well handled, study skills were promoted and monitoring was effective. In weaker segments the techniques used were not always appropriate to the focus of the lesson.

T27 A variety of resources, including the interactive whiteboard were used to good effect.

T28 In the majority of segments feedback was appropriate and useful. In other segments there were missed opportunities for correction, particularly in pronunciation.

T29 Learning was effectively evaluated by students completing coursebook-based tasks.

T30 Generally students were engaged and learning in a positive learning atmosphere.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from good to less than satisfactory, with the majority being satisfactory. In their planning, teachers generally demonstrated a sound knowledge of the language, and activities followed a coherent sequence. However, it was not evident that the different needs of the students had been planned for and the lesson outcomes were not made clear to them. A variety of teaching techniques was seen and feedback was generally useful and effective. Learning was evaluated and generally students were engaged and motivated.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	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.	Not 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 St Peter's residence used in June is no longer used. There are risk assessments for the two residences now in use (Purbeck and Outlook). Records of checks of fire equipment have been carried out and fire drills are conducted with the cooperation of the residence managers.

W2 There is a comprehensive major incident policy in place with clear procedures. Staff training is scheduled.

W4 A policy and procedures to deal with abusive behaviour are being developed, but there is no evidence yet of their implementation.

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.	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.	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

All criteria in this area are fully met.

<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

The relevant criterion in this area is 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.	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.	Met
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.	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

This section was inspected and updated in August 2019.

At the time of the June inspection five of the thirty-six students were under 18. In the winter period there are only occasional under 18s and in the peak summer period approximately 20 per cent of the student population is under 18. In August, there were six students aged under 18 at the time of the spot check. Numbers of under 18s have not exceeded eight at any time.

S1 The safeguarding policy is comprehensive and includes all the required information and procedures. The administration manager is currently the deputy designated safeguarding lead. When she has completed specialist level training (scheduled for the week following the August inspection), she will take over the lead role from the owner/director in order to address any issues of a possible conflict of interest.

All criteria in this area are now fully met.

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

The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	June 2010
Last full inspection	March 2015
Subsequent spot check (if applicable)	June 2018
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	2010
Ownership	Name of company: Bright School of English Ltd Company number: 7277918
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

Student profile	At inspection		In peak week: July (organisation's estimate)
	June	August	In peak week
ELT/ESOL students (eligible courses)			
Full-time ELT (15+ hours per week) 18 years and over	31	78	80
Full-time ELT (15+ hours per week) aged 16–17 years	5	6	10
Full-time ELT (15+ hours per week) aged under 16	0	0	0
Part-time ELT aged 18 years and over	0	0	0
Part-time ELT aged 16–17 years	0	0	0
Part-time ELT aged under 16 years	0	0	0
Overall total ELT/ESOL students shown above	36	84	90
Junior programmes: advertised minimum age	N/a	N/a	N/a
Junior programmes: advertised maximum age	N/a	N/a	N/a
Junior programmes: predominant nationalities	N/a	N/a	N/a

Adult programmes: advertised minimum age	16	16	16
Adult programmes: typical age range	20–28	18–27	20–28
Adult programmes: typical length of stay	4 weeks	2–6 weeks	4 weeks
Adult programmes: predominant nationalities	Saudi, Italian, Spanish		Saudi, Italian, Spanish

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	3	4
Number teaching ELT 20 hours and over a week	2	
Number teaching ELT under 19 hours a week	1	
Number of academic managers for eligible ELT courses	1	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	2	
Total number of support staff	1	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	0
Academic managers without TEFLQ qualification or three years relevant experience	1
Total	1
Comments	
The academic manager was scheduled to teach 24 hours during the week of the inspection.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	0
TEFLI qualification	3
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	3
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	14	4
Private home	0	0
Home tuition	0	0
Residential	6	0
Hotel/guesthouse	1	0
Independent self-catering e.g. flats, bedsits, student houses	0	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	1
Staying in privately rented rooms/flats	10	0

Overall totals adults/under 18s	31	5
Overall total adults + under 18s	36	