

Organisation name	British Study Centres York
Inspection date	19–20 October 2021 23 March 2022

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 the period of suspension may now be ended and accreditation continued until the next full inspection, which falls due in 2026. However, evidence must be submitted within three months to demonstrate that weaknesses in W2, W11 and S4 have been addressed. The required evidence was subsequently submitted.

Summary statement
<p>The British Council inspected and accredited BSC York in October 2021 and March 2022. 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+) in school premises.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

Introduction

British Study Centres York is part of the British Study Centres (BSC) group of schools. Prior to the pandemic BSC comprised six adult language centres and one young learner centre in the UK. The company also ran seasonal vacation courses in other UK locations. The company went into liquidation in March 2020, and a new company was formed to continue the BSC brand. Accreditation was suspended pending an inspection of BSC head office and the remaining language centres. BSC York is now one of three year-round language schools; it offers open enrolment courses all year round as well as closed group courses on demand.

Due to the global pandemic, the inspection was conducted remotely. The inspection consisted of two separate visits. The first took a day and a half in October 2021 and the second a half day in March 2022. In October, the inspectors held meetings with the director of studies (DoS) and the student services manager (SSM). A focus group meeting was held with a group of teachers, and another with a group of students. Six teachers were teaching during the inspection, and each was observed once by one inspector. The inspectors were given a virtual tour of the premises. One inspector spoke to two homestay hosts on the phone. In March, the inspectors held meetings with the DoS (also the safeguarding lead), a teacher trainer, the student services facilitator (SSF), and the director of operations (DoO). One inspector conducted a virtual tour of the student residence in use at the time.

Address of main site

7 New Street, York YO1 8RA

Description of sites observed

The school occupies three adjacent buildings in the centre of York. All three buildings are connected at ground level and at various other points across the four floors via interconnecting doors. The buildings are leased. There are 13 classrooms on the site although many of them are not in use. There are two student lounges with comfortable seating, a reception area, two teachers' rooms, a staff kitchen, and a number of rooms used for storage. Two courtyards provide outside space with picnic tables. There are toilets in all three buildings.

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 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

Year round the school offers General English courses for adults and young people (16 and 17 year-olds) as well as closed group courses, one-to-one lessons, Business English, and examination preparation courses.

Management profile

The day-to-day management of the school is usually overseen jointly by the DoS and the student services manager (SSM). The SSM is currently on maternity leave. The DoS is assisted by two teacher trainers and the recently appointed SSF. The SSF is providing maternity cover for the student services manager and will continue as part of the student services team upon their return. Both the DoS and the SSF report to the DoO at head office who in turn reports to the managing director. The DoS manages the teaching team.

Accommodation profile

The school offers accommodation in homestays for adults and juniors, and residential flat share for students aged 18 and over. The school currently has a small number of active homestays (approximately 25 at the time of the inspection), some of whom accept under 18s. Several homestays have not been used since the start of the

pandemic and are gradually being reintroduced as student numbers increase. The school aims to place students in homestays within 45 minutes travel distance of the school.

The residence comprises five ensuite bedrooms with shared kitchen and dining facilities in a purpose-built block located ten minutes' walk from the school. Free access to common rooms and an on-site gym is included.

Summary of inspection findings

Management

The provision meets the section standard. There is a very clear statement on goals and values which are well known to all staff, but there are gaps in recruitment records. Enrolment procedures are entirely suitable but student records are incomplete. Publicity is attractive and gives rise to realistic expectations.

Premises and resources

The provision meets the section standard. The school building is in a good state of repair and provides a suitable environment for both students and staff for both study and relaxation. There is a wide range of resources for teachers.

Teaching and learning

The provision meets the section standard. The profile of the academic team is suitable, and teachers receive good day-to-day support from their manager. There are good opportunities for students to develop their English language outside of lessons, and good support is available for those wishing to progress to mainstream education in the UK. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The school provides appropriate pastoral care for students and offers a range of suitable accommodation, however, inspection records are incomplete. Students receive good guidance on local leisure opportunities and the school offers a balanced social programme. An emergency plan is in place, but it is limited in scope.

Safeguarding under 18s

The provision meets the section standard. There is a clear and comprehensive group safeguarding policy which is supported by an abridged local version that makes reference to named staff and their responsibilities. Staff are appropriately trained in safeguarding and safer recruitment, but procedures need to be consistently applied. All under 18s are accommodated in homestay unless their families provide assurances about the alternative accommodation proposed.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

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.	Strength
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.	Not 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.	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.	Met

Comments

M1 There is a very clear statement of the organisation's goals and values. Staff were involved in the creation of these and they are clearly communicated across the company website, staff handbooks as well as in the staff induction presentation.

M4 Staff at the student residence expressed that although they are happy to work with BSC York, communication regarding student arrivals and extensions is unsatisfactory.

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.	Not 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.	Strength

Comments

M10 Staff files are incomplete. The required two references were not in place for all staff.

M13 Continuous professional development is well provided for. There is a structured approach to enable staff across all departments to develop the skills and knowledge necessary for their roles.

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.	Not 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

M18 The addresses of several students living in privately rented accommodation were not on file.

M19 There is a clear policy and procedure on student attendance, but records, as well as feedback from students, show that both attendance and punctuality still present considerable issues for the school.

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.	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.	N/a

Comments

Publicity comprises a website with several downloadable fact files. There are also a number of social media channels. The website is the main form of publicity.

All criteria in this subsection are fully met.

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.	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.	Strength

Comments

P3 There are two student lounges with comfortable seating as well as two courtyards with picnic tables and attractive planting.

P5 Both signage and displays of general information are well presented in communal areas, but walls and notice boards in classrooms were bare.

P6 There is ample space for all staff, for meetings, lesson preparation, and relaxation. There is also a kitchen with a fridge, kettle and microwave for staff use.

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.	Strength
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

P8 There is a wide range of appropriate and well-organised resources for teachers. Teachers spoken to during the inspection were very happy with the provision of materials.

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 criteria in this subsection are 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.	Strength
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met

Comments

T9 Teachers felt very well supported by the DoS as well as by other senior members of the teaching team.

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.	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.	Strength
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.	Met

Comments

T14 The school offers both speaking and reading clubs additional to their English classes. Students spoken to found these very useful.

Learner management	Met
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Not 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.	Strength
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Strength
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Strength

Comments

T17 Placement procedures are in place, but there was a significant mixture of levels in the classes observed. In the focus group, students complained about this aspect of the provision.

T20 The DoS is an examiner for a major examination board so students receive expert support and advice on the examinations best suited to their needs.

T21 All students receive a detailed academic report and certificate upon successful completion of their course.

T22 Due to BSC's university pathways programme, the school is well placed to provide expert advice on progress to mainstream UK education.

Classroom observation record

Number of teachers seen	6
Number of observations	6
Parts of programme(s) observed	All

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.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Strength
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 All teachers provided clear and accurate models of English appropriate to the level of the class and provided clear explanations. In the stronger segments, further examples were elicited from students and in the weaker segments, there was a tendency to overexplain rather than check understanding.

T24 Profiles were fairly detailed and showed an understanding of the needs of the students, but it was difficult in the majority of cases to see those needs reflected in the lesson plans. This was a point to be addressed from the previous inspection.

T25 Teachers made explicit reference to the aims of the lessons so students were well oriented within their learning. However, the focus sometimes tended to be on teaching aims rather than learner outcomes.

T26 A wide range of appropriate techniques was seen. This included the nomination of individual students, instruction checking, concept checking of new language, and drilling of new lexis. Paralinguistic support was also evident in a number of segments.

T27 The learning environment was effectively managed. Interactive whiteboards were well used, and the organisation of students into groups and pairs was handled with efficiency.

T28 On the spot feedback was seen and some lesson plans contained specific error correction stages. Opportunities for delayed error correction after speaking activities were sometimes missed.

T29 The majority of lesson plans had clear checking stages included to evaluate whether learning was taking place.

T30 In all the segments observed, teachers created an engaging and positive learning environment with appropriate use of humour and personalisation of the students' interests and experiences.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to unsatisfactory against the criteria with the majority being satisfactory or good. The teachers demonstrated sound knowledge of the language and presented clear models. Class profiles were sufficiently detailed, but little connection to the lesson plan was seen. A good range of teaching techniques was confidently used, and lesson outcomes were made known

to the students in the form of teaching aims. The classroom environment was well managed and teachers created a lively teaching environment ensuring that students were engaged with their learning.

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.	Not 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	
W2 Although work is in progress on an improved emergency plan, it is not yet in place.	
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.	Not 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	
W11 For the student residence in use there are no records of inspection by BSC staff.	
<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 subsection are fully met.	

Accommodation: other	
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 section 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.	Strength
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

W23 School noticeboards feature "Top 5" lists of local cultural, sport and entertainment opportunities. The student services staff are available to assist students with bookings and have organised weekly football games and weekend away days for students.

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.	Strength
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.	Not 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

The school enrolls students aged 16 and 17 on to its adult courses and runs closed groups for under 18s under the supervision of group leaders. At the time of the inspection, there were four students under 18 enrolled on adult courses. All students under the age of 18 are required to stay in homestay accommodation.

S1 The organisation's safeguarding policy is very thorough. It is complemented by an abridged York-specific policy which includes a named DSL and deputy. A female member of staff is also listed on the Safeguarding organogram as a female point of contact in addition to male DSL and deputy. Effective procedures to ensure the safety of students under the age of 18 are in place.

S4 One teacher working at the school is without a current suitability check. A risk assessment form was signed by the DSL, but a number of the documents listed as mitigating this risk were not on file and no attempt had been made to acquire them. For the most recent recruit, external references do not enquire as to the person's suitability to work with under 18s.

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

Inspection history	Dates/details
First inspection	2001
Last full inspection	2021
Subsequent spot check (if applicable)	2022
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accreditation suspended
Other related non-accredited activities (in brief) at this centre	Externally validated teacher training courses, examinations
Other related accredited schools/centres/affiliates	BSC London, BSC Manchester and BSC Young Learners
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	2020
Ownership	Name of company: BSC Education Limited Company number: 12655362
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	N/a

Student profile

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	37	123
Full-time ELT (15+ hours per week) aged 16–17 years	4	0
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	0	0
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	102
Overall total ELT/ESOL students shown above	41	225
Junior programmes: advertised minimum age	13	12

Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	N/a	Italian, Spanish
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	18–25	18–30
Adult programmes: typical length of stay	1–9 months	1–9 months
Adult programmes: predominant nationalities	Kuwaiti, Saudi Arabian	Kuwaiti, Saudi Arabian

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	6	19
Number teaching ELT 20 hours and over a week	4	
Number teaching ELT under 19 hours a week	2	
Number of academic managers for eligible ELT courses	1	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	1	
Total number of support staff	0	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	1
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	1
Comments	
None.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	0
TEFLI qualification	6
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	6
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	17	4
Private home	0	0
Home tuition	0	0
Residential	3	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	3	0
Staying in privately rented rooms/flats	14	0

Overall totals adults/under 18s	37	4
Overall total adults + under 18s	41	