### Inspection documentation

#### Stage 1

**Initial background documentation**

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

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

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

#### Stage 2

**Inspection preparation documentation**

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

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

#### Stage 3

**Documentation to be reviewed on site**

Confidential material.

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

*(T) Template available on the website*

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

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### Stage 1: initial background documentation

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

*Any updates to these to be notified to inspectors at time of first contact*
Stage 2: inspection preparation documentation

Management
10. Organisation plans (T optional) see guidance for M1, M2
11. Self-evaluations (T optional)
12. List of staff: all current administrative and welfare staff, involved with ELT students, stating relevant qualifications and experience (T)
13. Job descriptions for all relevant management, academic, administrative, and welfare staff including the person in overall charge, e.g. the principal or CEO
14. List of types and frequency of meetings held
15. Recruitment documents: description of recruitment procedure(s); documents relating to staff recruitment, e.g. application forms, interview pro-formas, reference request pro-formas
16. Induction documents: description of induction procedure(s); documents relating to staff induction, e.g. description of areas covered, induction checklist
17. Appraisal documents: description of staff appraisal procedure(s); documents relating to staff appraisal, e.g. pro-formas used, any guidance notes
18. List of CPD: internal and external activities for all staff for the previous 12 months
19. Document setting out the policy on student absences and how this is made available to staff and students
20. Complaints procedures: description of the procedures for making a complaint and how information about this is made available to students and parents/legal guardians
21. Feedback procedures: description of how feedback from students and staff is collected, analysed, and acted on; samples of pro-formas or templates for feedback
22. Description of publicity, including social media, e.g. what is available, which is the main medium, any translations
23. Description of closed groups: any arrangements that have been made with closed groups, over the preceding six months, that are additional to, or changes to, terms specified in publicity

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

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

Welfare and student services
38. Completed current premises risk assessments for all premises where students are taught and/or accommodated
39. **Abusive behaviour document**: document setting out the policy for dealing with abusive behaviour and behaviour that may lead to extremist radicalisation, and how staff and students are informed of this policy

40. **Description of accommodation offered**: type and location of any accommodation offered by the provider

41. Comprehensive and accurate list of accommodation in use during the inspection period so that inspectors can easily see where all students in accommodation arranged by the provider or its agent are staying

42. **Accommodation placement**: sample documents relevant to the placement of students in accommodation:
   - application form for prospective hosts
   - inspection form/checklist, including safety and suitability
   - letter of agreement between hosts and provider
   - information/advice for hosts
   - information/advice for students
   - pricing and payment details
   - booking confirmation letter for students-hosts or residence
   - evaluation form

43. Any current leisure programme covering the inspection period

44. Documentation setting out the policy on supervision ratios for leisure activities both on- and off-site, and the provision of training for staff leading these activities

45. **Information for group leaders**: any information for and/or agreement with group leaders

46. Samples of risk assessments and emergency plans relating to the supervision of activities, and guidelines for responding to situations where students are at risk

47. Samples of any leisure activity information packs for students

48. Any previous leisure programmes, for the preceding three months

**Safeguarding under 18s**

49. Documentation setting out the Safeguarding policy and how the requirements of the policy are made known to all stakeholders (e.g. staff, students, parents, homestay hosts, contractors)

50. **Parental consent** template(s)

51. Description of how the 24-hour emergency contact number is made known to students

**Information for staff and students**

52. **Staff handbooks/notes**:  
   - any information for administrative/support staff  
   - any information for residential staff  
   - any information for activities staff

53. **Teacher handbook/notes**:  
   - relating to academic resources  
   - guidance about teaching  
   - description of course structure  
   - guidance about teaching performance.

54. **Student handbook/notes**:  
   - advice about coming to and living in the UK  
   - information on welfare and student services  
   - any information on safeguarding  
   - course rules/conditions  
   - information relating to academic resources  
   - course description/methodology statement  
   - guidance notes on examinations  
   - information on any library or self-access centre.
Stage 3: documentation reviewed on site

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

Teaching and learning
66. Observation records for teachers with MAs in TESOL or TESOL-related subjects with no observed teaching component, minimum five hours
67. Teacher observation records and feedback
68. Course documentation for past courses including any closed-group courses run in last six months which are of a course type not seen during the inspection
69. Sample copy of any placement tests used
70. Sample copy of any progress, mid-course and exit tests
71. Sample of any completed tutorial records
72. Sample of completed leaving certificate/academic report
73. Class profile for each class running during inspection showing nationality breakdown, and any specific needs or learning characteristics that individuals or the group as a whole may have (to be available in class for the observer)
74. Lesson plans, including teacher’s full name, level/name of class, room number, aims, activities, any homework to be given, with copies of materials and handouts used (to be available in class for the observer)

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

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