

Organisation name	EF Manchester
Inspection date	30 October – 1 November 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 continued accreditation. However, evidence should be provided within three months to demonstrate that weaknesses in W1, S2 and S4 have been addressed.

Summary statement

The British Council inspected and accredited EF Manchester in November 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 was a compliance-only inspection during which the inspectors focused only on whether inspection criteria were met or not met. Inspectors did not evaluate the extent to which requirements were exceeded and no strengths were awarded. No new summary statement has been issued; please refer to the last inspection report for any areas of strength previously awarded.

Overall, the inspection report stated that the organisation met the standards of the Scheme.

Introduction

EF Manchester is part of the EF Education First group, which was established in 1965 and has its headquarters in Switzerland. In the UK, there are schools in Bournemouth, Brighton, Bristol, Eastbourne (summer courses only), London, Manchester, Oxford, and Cambridge. A central management team monitors and provides support to the UK schools with centralised policies and systems which are applied across the UK centres.

This compliance-only inspection took the equivalent of two days over three days. Meetings were held with the school director (SD), the director of studies (DoS), the assistant director of studies (ADoS), the director of accreditation and compliance, the student services manager (SSM), the accommodation manager (AM), the facilities coordinator, and the activities manager. Meetings were also held with teachers, students and activities staff. All the teachers timetabled during the inspection were observed. One inspector visited two homestays and a residence remotely.

Address of main site/head office

26 Wilbraham Road, Manchester M14 6JX

Description of sites visited/observed

The school occupies a detached five-storey Victorian property set in its own grounds in the university district of south Manchester. Classrooms are spread over the ground to the top floor. On the ground floor there is a reception desk, a cafeteria and offices. There are also various quiet, relaxation and study areas. The basement has two teacher preparation rooms, a teaching resources room, a staff kitchen and a large storage area. In the garden there are decked seating areas and a student lounge.

At busy times the school uses additional premises for conducting student inductions. These were not in use or seen during this inspection.

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 school offers three general English courses for adults and young people (16+). All courses include general English and a weekly lecture. For all courses other than the basic course, a variable number of special interest lessons (SPINs) is included. Examination preparation courses include examination-related SPINs. Lessons are held Monday to Friday, with students alternating between morning and afternoon lessons according to the timetable.

Management profile

The school is managed by the SD assisted by a management team comprising the DoS, the SSM, the accommodation manager, facilities coordinator, and the activities manager.

Accommodation profile

EF Manchester manages their own provision of homestays as well as a small number of private homes. There are approximately 100 active homestays on their books, and most offer twin rooms. In total, there are 125 twin rooms available and 50 singles. The school also has an allocation of sixty rooms across fifteen flats in a student residence managed by an external provider. The residence is for students aged 18+, but 17 year olds are accepted if they turn 18 before the end of their stay. In the summer, they also have an allocation in another residence accepting students aged 16+.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision operates to the benefit of the students, and in accordance with the provider's clear and well communicated goals and values. Although publicity is generally well presented there are several areas that require attention. There is a need for improvement in *Publicity*.

Premises and resources

The provision meets the section standard. The premises in use at the time of this inspection provide students and staff with a very pleasant, comfortable and professional environment for work and relaxation. A wide range of well-organised 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 courses offered. Teachers receive very good 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 met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. Overall, the provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including a popular leisure programme. There are a few issues with accommodation, which the school are fully aware of. There is a need for improvement in *Accommodation*.

Safeguarding under 18s

The provision meets the section standard. Overall, 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	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.	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

It is very evident the goals and values are integral to the working of the organisation and are well known by staff. The annual 'road map' focuses on plans for the development of the school in consultation with head office (HO), and communication between HO and the school and within the school are very well established and effective. Feedback is obtained through a number of channels, collated, and detailed records kept of actions taken as a result of feedback.

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

Human resources policies and procedures are appropriate and made known to staff. Staff feel valued and supported and appreciate the efforts made by management to create a happy working environment. Induction procedures are very thorough, and all staff are offered opportunities for continuous professional development in order to meet individual and organisational needs.

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

Student administration is very well managed. The EF customer service promise is included in handbooks, staff receive training in customer care, and feedback from students was positive. Records are accurate and complete. There are appropriate policies relating to attendance and punctuality including those relating to students aged under 18. Thorough records are kept of any concerns or complaints and the follow-up actions taken in response.

Publicity	Need for improvement
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.	Not 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.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

The main medium of publicity for the school is the centrally produced global brochure which is used by overseas sales teams. The brochure contains a digest of information on EF Manchester, including captioned photographs of the premises and the city, as well as the range of courses offered, accommodation, facilities, and package prices. Similar information is also provided on the EF UK website which has a link to EF Manchester.

Information about the school premises, facilities and location is generally clear and accurate, and translations are available in a wide range of languages. While most information on courses is accurate, the maximum class size of 17 is exceeded for some aspects of the course and sometimes at peak times. Examination fees and the cost of course materials are not provided. A description of the level of care given to under 18s is provided in the brochure. However, consent forms, which are designed centrally, are written in very dense, legalese language and although translations may be available, parents sign the English version. Relevant items are covered, but parents are required to sign a waiver of responsibility under a very complex set of conditions as stated in the form. Descriptions of accommodation and staff qualifications are accurate and claims to accreditation are in line with Scheme requirements.

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

Premises are in a very good state of repair, decoration and cleanliness, with very clear signage and attractive and informative display boards. Classrooms vary in size and shape and it was reported that some can become rather cramped at peak times. The canteen offers a good range of food and drinks. However, when outside seating areas cannot be used at peak times, inside space for eating is limited. Staff have several large spaces for work, meetings and relaxation.

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

Comments

Core EF materials, including printed coursebooks and workbooks used on general English courses, are given to students. Additionally, there are extensive online materials for students to use including 'campus learning' digital resources. Materials for teachers include PowerPoints, project suggestions and additional in-house created materials for SPIN classes. There is a wide range of supplementary material available, and resources are well organised. Guidance is provided at induction and in tutorials on the use of the virtual learning platform. Materials are regularly reviewed, and development is ongoing.

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

Teachers are appropriately qualified and experienced. The two academic managers do not have the appropriate qualifications. Rationales were accepted within the context of the inspection. Both DoS and ADoS have a very good level of experience both within the school and elsewhere, and have effective support and guidance from HO. The DoS has successfully completed two modules of a diploma leading to TEFLQ and will be completing the third module shortly. The ADoS is enrolled on the same course, starting in a few months.

Academic management	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Not met

Comments

Timetabling procedures and cover arrangements are effective. Teachers are matched according to preference, experience, and developmental requirements. Careful consideration has been given to the management of continuous enrolment. Excellent day-to-day support is provided by the academic management team. Regular observations with effective action planning have not always been carried out by a TEFLQ academic manager.

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.	Met
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

The EF Method (EFEKTA) is based on current language learning theory and research and the course structure is clearly described in documents including the teacher manual. Course design is reviewed by the academic research and development team in Switzerland, informed by visits to and feedback from the schools, and drawing on information given in a needs analysis questionnaire completed by students pre arrival. Students are provided with course outlines for general English courses but outlines for most of the SPIN courses are not available. Study and

learning strategies are a core feature of the EF Method. Students are introduced to the online learning platform during their induction and have access to online learning resources after their departure. Lectures, class trips and a SPIN course offer students opportunities to develop their language skills outside the classroom.

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 students complete an online placement test prior to arrival. Teachers assess students' performance and participation in class every week and monthly tutorials set learning targets. Progress tests are administered every six weeks and all students complete an end-of-course proficiency test. Procedures for changing level are made clear to students and managed effectively by the DoS. All students receive an end-of-course report and certificate.

Classroom observation record

Number of teachers seen	10
Number of observations	10
Parts of programme(s) observed	General English, special interest and examination courses

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.	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.	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 Teachers provided accurate models of spoken and written language. Illustration of grammatical structures and of lexis was generally done well and memorable examples were given.

T24 Teachers provided detailed plans which drew on knowledge of the students. They demonstrated an awareness of individual strengths and weaknesses, and of anticipated problems. The lesson content was based on a coursebook.

T25 The content was made known to students at the start of the lesson and links were made to previous lessons and homework tasks. Aims were achieved through a coherent sequence of activities. In plans, it was noted that the aims would be reviewed at the end of the lesson.

T26 A satisfactory range of appropriate techniques was confidently used, including effective instruction giving, eliciting, prompting and concept checking.

T27 Classroom environments were thoughtfully managed. All teachers used the technological resources confidently, some more creatively than others.

T28 Generally, a satisfactory range of correction techniques was observed, and appropriate positive feedback given.

T29 Lessons included activities and tasks to evaluate whether learning had taken place. The planned review slot enabled students to evaluate their own learning.

T30 Overall, teachers created a positive learning atmosphere. They were relaxed and confident, encouraging students and personalising content when appropriate. Students were attentive and engaged and clearly enjoying their lessons.

Classroom observation summary

The teaching ranged from very good to satisfactory against the criteria, with the majority being satisfactory. Teachers planned for learning outcomes based on the needs of their students and used a range of appropriate techniques to engage the students in purposeful learning tasks. The classroom environment and resources were handled well. Feedback was appropriate, and learning was effectively evaluated. Students were generally fully engaged and enjoying a positive learning atmosphere.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	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

Although the safety and security of students are generally well managed, the risks presented by a shared car park at the front of the building have not been considered. The potential risks presented by an isolated room at the top of the building which students have access to have also not been assessed. There is a robust emergency plan in place and students receive a very high standard of pastoral care. Policies and procedures to promote tolerance and respect are made known to students, as is the emergency contact number. Information on transport from point of entry and other relevant aspects of life in the UK, including access to healthcare is appropriate and widely available.

Accommodation (W9–W22 as applicable)	Need for improvement
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Not met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	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.	Not met
Comments	
Accommodation systems are generally well managed with inspection records up to date, and both students and accommodation providers receive suitable information. Although records show that the school is responsive to issues arising, there was a high level of dissatisfaction from students regarding cleanliness as well as the meals provided in homestay accommodation. This was evident in recorded feedback and in the two student focus groups.	
<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.	Not 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	
One of the hosts visited was accommodating two students with the same language. All other criteria in this subsection 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	
All relevant criteria in this subsection are fully met.	
Leisure opportunities	
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met
Comments	
The leisure programme is very well managed, and students benefit from a full and varied programme as well as access to information on recreational opportunities in the local area. The programme is managed by a full-time member of staff, and students in the focus group were very positive about this aspect of the provision. Activity staff receive a very thorough and helpful induction on all aspects of running the programme including systems to ensure the health and safety of all participants.	
Safeguarding under 18s	
Safeguarding under 18s	
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.	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

EF Manchester accepts 16 and 17 year-olds on adult courses. At the time of the inspection, there were twenty-one under 18s enrolled. In the summer, this can peak at approximately one hundred.

The safeguarding policy contains all required information, and the training profile of the team is good. However, the DSL was not fully aware of safeguarding issues such as delayed suitability checks. Parental consent forms were in place for all students sampled, and recruitment policies are suitable. However, a number of employment references on file did not answer the question regarding suitability to work with under 18s and there had been no follow-up (S4). Supervision of under 18s is appropriate, and accommodation is suitable.

Declaration of legal and regulatory compliance

D1 The organisation certifies that it operates at all times in accordance with the declarations in the *Declaration of legal and regulatory compliance*.

The Accreditation Scheme requires accredited providers to comply with all applicable laws and regulations. Providers must take steps to ensure that they are aware of, and comply with, all existing and new legal requirements.

On initial application and annual renewal of accreditation, providers are required to confirm that they are complying with all applicable laws and regulations.

Inspectors will check a random sample of items during inspection, in relation to criterion D1; if they find evidence of a breach of statutory or other legal requirements, the provider will be required to submit evidence of compliance confirmed by the appropriate regulatory body.

Any breach of the law or regulations will be viewed seriously by the Scheme and may result in the withdrawal or withholding of accreditation.

Any sustained breach of the law or regulations which an accredited provider fails upon reasonable notice to remedy will result in accreditation being withdrawn.

Comments

D1 The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	2006
Last full inspection	2018
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	Bournemouth, Brighton, Bristol, Cambridge, Eastbourne, London and Oxford
Other related non-accredited schools/centres/affiliates	Global network of language centres, international boarding schools, international business schools & approximately 10 Summer Schools

Private sector

Date of foundation	1965
Ownership	Name of company: EF Language Schools Ltd Company number: 01043158
Other accreditation/inspection	ISI
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.	256 Wilmslow Road, Fallowfield, Manchester M14 6LB – site used a few times a year during peak for large student inductions

Student profile

	At inspection	In peak week: July 2023
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	203	272
Full-time ELT (15+ hours per week) aged 16–17 years	20	100
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	0
Overall total ELT/ESOL students shown above	223	372
Junior programmes: advertised minimum age	0	0
Junior programmes: advertised maximum age	0	0
Junior programmes: predominant nationalities	0	0
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	18–35	16–25
Adult programmes: typical length of stay	21 weeks	3 weeks
Adult programmes: predominant nationalities	Colombian, Chilean, French, Kuwaiti, Saudi Arabian	Spanish, Italian, French, Colombian, Chilean

Staff profile

	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	10	17
Number teaching ELT 20 hours and over a week	8	
Number teaching ELT under 20 hours a week	2	
Number of academic managers for eligible ELT courses	2	3
Number of management (non-academic) and administrative staff working on eligible ELT courses	12	
Total number of support staff	18	

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	2
Total	2

Comments

Rationales provided for both academic managers. Neither of the academic managers was scheduled to teach during the week of the inspection.

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	4
TEFLI qualification	6
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	10
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	115	16
Private home	0	0
Home tuition	0	0
Residential	57	1
Hotel/guesthouse	5	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	26	2
Overall totals adults/under 18s	203	20
Overall total adults + under 18s	223	