

Organisation name	English Language House Milton Keynes
Inspection date	15–17 November 2021

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 must be submitted within three months to demonstrate that weaknesses in M10, W1, W2, S2 and S4 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited English Language House Milton Keynes in November 2021. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This private language school offers courses in general and professional English for adults (16+) and under 18s, for closed groups of under 18s and adults and vacation courses for under 18s in school premises, in-company and online.

The inspection report noted a need for improvement in the area of strategic and quality management.

The inspection report stated that the organisation met the standards of the Scheme in the areas it was possible to assess at the time of the inspection.

Introduction

The school was founded by the current owner director in 2000. At the last inspection, in 2016, the school was run on a day-to-day basis by a centre manager and the director had taken a step back from daily management. With the advent of the pandemic and the departure of the centre manager the director has returned to a more active role.

The inspection took the equivalent of a day and a half over three days. Due to the global pandemic, the inspection was conducted remotely. In each case where criteria or areas could not be fully evaluated due to current circumstances, they are marked 'Partially assessed'. All unassessed aspects of the operation will require further evaluation at the next inspection.

The inspectors met together or separately: the director, the director of studies (DoS) and the director of administration. Focus groups were held with teachers and students and all teachers with lessons during the inspection were observed. Homestay provision has always been a very small part of the services provided and was suspended at the start of the pandemic so no homestays were visited.

Address of main site/head office

300 Saxon Gate West, Milton Keynes MK9 2ES

Description of sites visited/observed

English Language House (ELH) is situated on the first floor of the north wing of a large church, the Church of Christ the Cornerstone, in the centre of Milton Keynes. The church is interdenominational and its premises are used as a centre for a wide variety of community organisations and events. There is an attended reception desk and CCTV on entry to the building with a small gift shop next to reception and a cafeteria down the corridor; both services can be used by ELH students. Access to the school itself is via a staircase or lift to the first floor. ELH have a dedicated corridor with two permanent classrooms and a small office where the director of administration works. Across the landing there is a separate corridor leading to the office space of a charity as well as the ELH staffroom. Additional classrooms on this corridor are available subject to need and a small kitchen for staff to use.

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 checked="" type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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

The school offers a wide range of courses with attendance from two to 25 hours per week depending on a student's selected programme. Students can combine more than one course to build up an individual programme of study which is modular in nature. Full-time students combine courses to a minimum of 15 hours per week. The various courses run according to demand and not all run at the same time, or, indeed, at all, where demand is low or non-existent. General English courses are generally held in the morning and often combined with afternoon electives. Holiday courses are also offered to young learners aged from 14 to 17, these courses have not run since before the pandemic.

The majority of the students live locally and have family and friends in the area. Many of them are working or studying nearby. A handful of under 18s, based in and outside the UK, have been following one-to-one online classes instead of attending group or vacation courses which was the case prior to the pandemic. At the time of the inspection under 18s were limited to online one-to-one classes for a 5, 11 and 14-year old.

Corporate courses are offered for individuals or company groups. The courses are tailor-made to meet the needs of the clients. Occasionally 16 and 17 year-olds are enrolled on adult courses. At the time of the inspection there were no in-company classes or 16 and 17 year-olds studying on adult courses.

At the time of the inspection, the school was only offering general English to a small number of local adult students in school premises and a range of online options to adults and under 18s. Provision also included a small number of hybrid classes with some students attending classes in person and some students joining online.

Management profile

Towards the end of 2020, and partly as a result of the pandemic, the centre manager left the organisation and the director returned to take a more active role running the school. Initially one of the CELTA trainers supported the director until responsibility for academic management was transferred to the senior teacher who is now the DoS. The director of school administration has been in post since 2008 and after a brief period of furlough has returned in a part-time capacity. The school is managed by the director with the support of the director of administration and the DoS.

Accommodation profile

At the time of the inspection, accommodation was not being offered by the provider. Before the pandemic, homestay was offered, but not used very frequently.

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 values. The structure of the organisation is clear, communication is appropriate and student administration is carried out effectively. Aspects of strategic management and publicity require attention. 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 resources is available, appropriate to the age and needs of the students.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Course design and learner management are effective. Teachers receive good support and, overall, the courses are managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

Due to the pandemic, it was not possible to see some aspects of Welfare and student services. The provision meets the needs of the students for pastoral care and information. However, formalised procedures are not in place regarding risk mitigation and emergency planning. Appropriate policies and procedures are in place for accommodation and the leisure programme, which were offered previously, but were not being offered during the inspection. The current provision meets the section standard.

Safeguarding under 18s

Due to the pandemic, it was not possible to fully assess some aspects of Safeguarding under 18s because there were no students aged under 18 in the school at the time of the inspection and insufficient evidence to verify earlier implementation. There are appropriate safeguarding procedures in place for the safety and well-being of students aged under 18 studying within or online with the organisation. However, designated staffing arrangements and safer recruitment procedures are not fully satisfactory.

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.	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 An organisation plan is in place and a number of objectives have been identified. However, the supporting action plan does not consistently reflect the planned objectives or set out the steps that need to be taken to achieve them within a specified time.

M3 There is a documented structure including the different management posts. Continuity has been assured by the director returning to a more active role since the changes in management structure caused by the pandemic. Cover for safeguarding has yet to be identified.

M5 Student feedback is collected systematically but is not easily accessible for relevant staff for review and there was no recorded evidence of action taken.

M6 The small team and a system of regular meetings has resulted in feedback being voiced, heard and acted upon although there are limited records available.

M7 There are a number of review systems in place and progress has been made to address some of the points identified in the 2016 inspection. However, a number of details relating to publicity such as a clear minimum age and photographs being captioned have not been rectified yet.

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.	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.	Met

Comments

M9 Job descriptions are in place but are not up-to-date and safeguarding responsibilities are not specified for the staff holding these roles.

M10 Staff files did not contain all the information required, for example, no references were available for three members of staff and qualification certificates were missing for another member of staff.

M12 There was evidence of good engagement in the annual self-assessment from staff in 2020 and 2021 but appraisal meetings have been delayed during the pandemic so there were no appraisal meeting records on file. Observation records confirmed teaching had been monitored.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met

M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Not met
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met

Comments

M19 There is a clear policy. A social media channel is used for quick contact with students but there are no easily accessible records for tracking and follow-up action in line with the school's policy.

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.	Not 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.	N/a
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Not met

Comments

The website is the main publicity source and includes key information and many policy documents, a special area is dedicated to information for agents. A number of social media channels are also used to maintain contact with students.

M22 Publicity and information is mostly accurate but numerous stock photographs are used and other photographs are not captioned.

M24 The majority of the information required in this criterion is available but the minimum enrolment age on the different types of courses is not clearly specified.

M26 The statement of pastoral care is adequate for the current students. The school is aware of the need to make clear, for example, the supervision arrangements for the journey from accommodation to teaching centre should they have under-18s attending courses in person.

M29 The Accreditation Scheme marque appears on website pages detailing the CELTA courses and examination centre services. When this was highlighted to management it was promptly rectified so is no longer a point to be addressed.

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	
All criteria in this area are fully met.	
Learning resources	
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	
All criteria in this area are fully met.	

Teaching and learning

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

T15 Guidance on study and learning strategies is not highlighted in course outlines or covered systematically.

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.	N/a

Comments

T18 The system of optional tutorials has been suspended during the pandemic period. A student progress template appears in the staff handbook but there was no evidence that student progress was being monitored or evaluated.

Classroom observation record

Number of teachers seen	2
Number of observations	4
Parts of programme(s) observed	General English, grammar and writing elective. Face-to-face classes with some students accessing the lesson online.

Comments

Four teachers were timetabled in the week of the inspection but the lesson schedule meant not all teachers were working every day. It was only possible to observe two teachers over the three part-days that the inspection took place.

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.	Strength
Comments	
T23 Good models of spoken and written English were generally used. There were some clear explanations of grammar but examples were not always relevant or illustrative of how the target language should be used.	
T24 The lesson topics and content were appropriate in the main although not always tailored to individual student needs.	
T25 Lesson segments contained a set of activities set around a single topic with logical links between the aims and the activities.	
T26 There was evidence of a range of relevant techniques being used for example, elicitation, nomination and concept checking.	
T27 Instructions were mostly clear and the learning environment was effectively managed.	
T28 Activities were monitored and some helpful feedback and correction was incorporated. Some potentially useful feedback and correction opportunities were missed.	
T29 Short assessment activities were included allowing students to evaluate their own learning but students were not consistently prepared for some activities. Reviewing of homework was included.	
T30 There was some very effective use of pair work and teachers shared their attention across the class appropriately. Students were engaged and there was a positive learning atmosphere.	

Classroom observation summary

The teaching observed met the requirements of the Scheme, and all the segments observed were satisfactory. Teachers generally demonstrated grammatical awareness and provided appropriate models. Lessons had been planned with some attention to learners' needs and course objectives in mind. The techniques used were for the most part appropriate, and classroom resources were managed competently. Teachers had usually given thought to the evaluation of learning and feedback to learners and had created a positive atmosphere conducive to 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.	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.	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.	Partially assessed
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 Records of actions to mitigate risks have not been fully completed. The school is located within and accessed through church premises. The shared risks associated with this have not been fully assessed.

W2 There is no comprehensive plan to respond to emergencies.

W6 During the inspection all the students were resident in the area and had not needed this information.

Accommodation (W9–W22 as applicable)	Partially assessed
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Partially assessed
W10 Arrangements for cleaning and laundry are satisfactory.	Partially assessed
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Partially assessed

W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Partially assessed
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Partially assessed
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Partially assessed
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Partially assessed

Comments

No accommodation was being offered. Procedures and documentation, including guidance to and agreements with homestays from the previous homestay provision were assessed to be satisfactory.

Accommodation: homestay only

W16 Homestay hosts accommodate no more than four students at one time.	Partially assessed
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.	Partially assessed
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Partially assessed
W19 English is the language of communication within the homestay home.	Partially assessed
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Partially assessed

Comments

No homestay accommodation was being offered. Documentation, including guidance to and agreements with homestay providers was assessed to be satisfactory.

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 area was 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.	Partially assessed
W25 Any leisure programmes are well organised and sufficiently resourced.	Partially assessed
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Partially assessed
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Partially assessed

Comments

The school was not offering a leisure programme at the time of the inspection. Previously a leisure programme was offered and appropriate procedures were in place.

Safeguarding under 18s

Safeguarding under 18s	Met
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met

S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Not met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	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.	Partially assessed
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Partially assessed
S7 There are suitable arrangements for the accommodation of students.	Partially assessed
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

At the time of the inspection there were three students aged five, eleven and fourteen being taught online. There were no students aged under 18 attending the school. There are generally very few under 18s enrolled on the adult courses.

S1 The safeguarding policy specifies procedures to ensure the safety and well-being of all students under the age of 18. However, the named designated safeguarding lead (DSL) is also the director; there is currently no additional provision to avoid a potential conflict of interest.

S2 All members of staff have completed basic level safeguarding training. However, the DSL has not updated her specialist training for several years.

S4 There was no record of an appropriate check for one member of staff and references were not available, when relevant, for some members of staff.

S5 Suitable procedures are in place for the supervision and safety of students during scheduled lessons and activities and arrangements in place for the safety of students studying online were suitable. There were no students during the inspection aged under 18 studying in the school.

S6 Satisfactory procedures are in place, but there were no students under 18 studying at the school during the inspection.

S7 Satisfactory procedures are in place for accommodating students aged under 18 in homestay accommodation, but all students at the time of the inspection were living in their own homes and studying online.

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	2008

Last full inspection	2016
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	Award-bearing initial teacher training courses
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	2000
Ownership	Name of company: Elh Limited Company number: 3965199
Other accreditation/inspection	N/a

Premises profile

Details of any additional sites in use at the time of the inspection but not visited/observed	300 Saxon Gate West, Milton Keynes,
Details of any additional sites not in use at the time of the inspection	N/a

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	3	10
Full-time ELT (15+ hours per week) aged 16–17 years	0	0
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	8	60
Part-time ELT aged 16–17 years	0	2
Part-time ELT aged under 16 years	3	0
Overall total ELT/ESOL students shown above	14	72
Junior programmes: advertised minimum age	5	12
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Chinese, Japanese	Kuwaiti, Chinese, Japanese, Spanish
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	18–35	18–35
Adult programmes: typical length of stay	10 weeks	20 weeks
Adult programmes: predominant nationalities	Saudi Arabian, Spanish, Japanese	Saudi Arabian, Spanish

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	3	5
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 19 hours a week	3	
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	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	

The DoS is currently teaching 17 hours per week.

In addition to the DoS, the director is TEFLQ and is available to support the DoS and or teachers as required.

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	

At the time of the inspection only the DoS and one teacher were teaching. Two other teachers had classes that week but were not available for observation during the inspection window.

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	N/a	N/a
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential	N/a	Na
Hotel/guesthouse	N/a	N/a
Independent self-catering e.g. flats, bedsits, student houses	N/a	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	4	3
Staying in privately rented rooms/flats	7	0
Overall totals adults/under 18s	11	3
Overall total adults + under 18s	14	