

Organisation name	ES London
Inspection date	9–10 February 2022
Supplementary inspection date	27–28 September 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.	N/a

Recommendation
We recommend accreditation with a spot check within the first 12 months. However, evidence must be submitted within three months to demonstrate that weaknesses in W7 and publicity have been addressed.

Summary statement

The British Council inspected and accredited ES London in February and September 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).

This private language school offers courses in general English for adults (18+).

Strengths were noted in the area of premises and facilities.

The inspection report noted a need for improvement in the area of publicity.

The inspection report stated that the organisation met the standards of the Scheme.

Introduction

ES London (ESL) is a new venture for ES Training whose original school, ES Dubai, was founded in 2016. Since the end of May 2022, ESL has offered 15-hour and 30-hour per week general English courses to adult (18+) students. ESL school also offers its own social programme and homestay and residential accommodation through external agencies, some of which are registered with the British Council. The London school shares many of the same staff, systems and online resources as the ES Dubai school in the areas of administration, finance, admissions, marketing and academics, including syllabuses and coursebooks.

The initial inspection in February took the equivalent of one day spread over two days, and most of it was conducted remotely. The two inspectors held meetings with the CEO of both schools, the principal and director of studies (DoS) for the London school, and a number of staff working in the Dubai school, including the office manager, the quality manager, the HR manager, the director of training, the academic co-ordinator, the social media officer, admissions and student services staff, the social activities co-ordinator, the accommodation and arrivals officer, and an EFL teacher. The inspectors also reviewed a large number of policies, systems and some of the online resources that were being employed in Dubai and were being adapted for use in the London school. One of the inspectors visited in person the London premises.

In the one-day supplementary inspection in September, the two inspectors visited the central London site and held meetings with the principal, the DoS, the registrar/accommodation officer and the social activities co-ordinator. Focus group meetings were held with students and teachers. All of the three teachers teaching in the week of the inspection were observed by the inspectors. One of the inspectors spoke remotely with the group's CEO and the social media officer, and the other spoke with a representative of one of the accommodation agencies used by the school.

Address of main site/head office

46–47 Russell Square, London WC1 4JP

Description of sites visited

The central London school shares the ground floor facilities with another educational provider; these include a student lounge, other social areas, a cafeteria and a back garden terrace with tables and chairs. ESL has its own separate reception area on this floor. There is a lift to all floors, and ESL occupies rooms on the third and fourth floor that include seven classrooms, two offices and a staffroom. There are toilets on the third floor and close to the common areas and the cafeteria.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input type="checkbox"/>	<input 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 15-hour and 30-hour lessons in general English to adults (18+) in the morning and in the afternoon and intends to offer examination preparation courses in the future.

Management profile

In London, the principal, who reports to the CEO, is supported by the DoS. He is also assisted in welfare areas by the registrar/accommodation officer and the social activities co-ordinator.

Accommodation profile

ESL works with two accommodation agencies that are registered with the British Council. These agencies provide both homestay and residential accommodation. In addition to this, ES London books rooms on an ad hoc basis with two other agencies offering residential accommodation, as well as occasionally using rooms in the accommodation of another accredited language school.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision operates to the benefit of the students and staff, and in accordance with the provider's stated goals, values, and publicity. The school is well managed and administration systems are generally appropriate. There are some weaknesses in publicity. There is a need for improvement in *Publicity*.

Premises and resources

The provision meets the section standard and exceeds it in some respects. The premises are in a very good state of repair and provide students and staff with a very comfortable and professional environment for work and relaxation. A range of learning resources is available, although the coursebooks are not entirely appropriate for the needs of the students. Suitable guidance on the use of these resources is provided for staff and students. *Premises and facilities* is an area of strength.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive very good support to ensure that they in turn guide 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. The needs of the students for security, pastoral care, information and leisure activities are met. Students benefit from well-managed student services, including, where offered, suitable accommodation and out-of-class activities.

Safeguarding under 18s

No students under the age of 18 are accepted.

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.	Strength
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.	Strength
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

M2 ESL has clear plans for the growth of the business, which are regularly updated and monitored through management and staff meetings.

M5 Although several student feedback mechanisms are in place, very few end-of-course surveys had been gathered by the time of the supplementary inspection.

M6 Feedback is obtained from staff through a variety of channels. These include comments in meetings, the use of staff focus groups and a suggestions box. A number of examples were provided of staff feedback having led to changes in policies and resources.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Strength
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

M8 The school benefits from using the expertise of the human resource (HR) department in ES Dubai, detailed policies and procedures in this area and having access to the advice of a UK-based HR company.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Strength
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Strength
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.	Not met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Not met

Comments

M14 Students stated that all staff were helpful and courteous towards them.

M15 Students receive detailed, customised and timely advice about courses from sales staff in Dubai and staff in London. Information and advice is available in over 20 different languages.

M20 The conditions under which a student may be asked to leave their course are not made sufficiently clear in the *student code of conduct* and the *terms and conditions* and the information makes unnecessary references to the UAE and UAE law.

M21 The complaints policy is unnecessarily complicated and would not be understood by many students and their representatives.

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.	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.	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.	N/a
M27 Publicity gives an accurate description of any accommodation offered.	Not met
M28 Descriptions of staff qualifications are accurate.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

Publicity consists of a website with a downloadable brochure and agents' resources and a price list and social media sites.

M22 Most of the publicity is accurate and realistic. However, there are inaccurate statistics given about ESL, such as the number of different nationalities that study there and the number of social media reviews completed.

M25 At the time of the inspection, not all costs, such as additional leisure activity costs, were included in the ESL price list. However, this document has been amended and this criterion is no longer a point to be addressed.

M27 In the school brochure, the accommodation offered is referred to as 'a home away from home', which is hard to substantiate.

M28 Some inaccuracies concerning staff qualifications have been removed. However, in the brochure, teachers are referred to as 'highly qualified', which they are not.

Premises and resources

Premises and facilities	Area of strength
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.	Strength
P2 Classrooms and other learning areas provide a suitable study environment.	Strength
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.	Strength
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Strength
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met

Comments

P1 All parts of the building are in a very good state of repair and ESL has refurbished their areas to a very high standard. Students have access to a well-maintained terrace garden with seating.

P2 The classrooms are spacious and airy with good natural light.

P3 The social areas for students, including the student lounge and the garden terrace, are attractively furnished and offer comfortable seating and facilities.

P4 The on-site canteen provides a very good range of reasonably priced food. There are also many other cafes and shops within walking distance of the school.

P5 Signage is very clear and attractive throughout the building and branding gives a sense of identity to the premises.

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.	Not 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.	Strength

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

P7 At the time of the inspection, the school was using the same coursebook series as in the Dubai school. These resources were unpopular with academic staff and some students in London for a number of reasons. The plans to change to an alternative coursebook series had not been implemented at the time of the supplementary inspection.
P9 There are large interactive whiteboards (IWBs) in all classrooms, which are well maintained. Staff have received ongoing training in how to use them effectively.

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.	Strength

Comments

T4 The DoS is TEFLQ and has considerable teaching and management experience in a range of relevant contexts.

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.	Not 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

T8 Course design takes into account continuous enrolment. However, there is insufficient written guidance for teachers about this in the teachers' handbook or elsewhere.
T9 The DoS provides excellent day-to-day support for teachers and teachers are very appreciative of the guidance they receive. Peer observation has taken place to the benefit of the teachers involved.

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.	Strength
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.	N/a

T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	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

T11 There is a clear statement of the principles underlying the course design that is communicated to teachers and students. Guidance is given to teachers through detailed schemes of work that link language points and target vocabulary with various learning resources.
T15 Study and learning strategies are not systematically included in course design and are not mentioned in the learner handbook or other documents.

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 criteria in this subsection are fully met.

Classroom observation record

Number of teachers seen	3
Number of observations	3
Parts of programme(s) observed	General English courses at three levels.

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.	Strength
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 Teachers generally demonstrated a sound knowledge of English and gave appropriate grammar and vocabulary explanations.
T24 Course content was largely based on course objectives and in some cases on the specific needs of learners.

T25 Although all lesson plans referred to learning outcomes, in one case lesson aims were expressed more generally to learners.

T26 Teaching techniques used were generally varied and appropriate and included drilling and concept checking. Nomination, however, was not always used effectively.

T27 All teachers used very confidently and competently all of the learning resources available, including the IWBs.

T28 A range of correction techniques was generally used effectively in lessons observed.

T29 Appropriate small tasks were employed to check that learning was taking place.

T30 All teachers had excellent rapport with their students and all classes had a positive learning atmosphere. There was a good balance of teacher-to-students and student-to-student talking time and humour was used to good effect in most lessons.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to satisfactory against the criteria with most being met satisfactorily. Lessons were appropriately planned and based on courses objectives. Teaching techniques were varied and generally appropriate. Students were fully engaged in all lessons observed.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Met
W3 Students receive pastoral care appropriate to their age, background and circumstances. All staff and students know the name(s) of the person or people who deal with students' personal problems.	Strength
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.	Strength
W7 Students receive advice on relevant aspects of life in the UK.	Not met
W8 Students have access to adequate health care provision.	Met

Comments

W3 Students receive a high standard of pastoral care. All students spoken to were fully aware of who to speak to depending on the issue they might have. Students reported that ESL staff are very helpful, particularly when they have been looking for private rental accommodation.

W6 All students are provided with very clear information on the most appropriate forms of transport from point of entry – links to transport providers are included. ESL also offers a highly personalised transfer service.

W7 Although some useful information is provided to students in the 'London Guide', there is no information on compliance with UK law or other general welfare issues such as road safety.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met

W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met
Comments	
All criteria in this subsection are fully met.	
Accommodation: homestay only	
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 subsection is 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.	Strength
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	
W24 Students are regularly asked for suggestions on the content of the leisure programme, and evidence was seen that the school is quick to put their requests into action.	
Declaration of legal and regulatory compliance	
D1 The organisation certifies that it operates at all times in accordance with the declarations in the <i>Declaration of legal and regulatory compliance</i> .	
<p>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.</p> <p>On initial application and annual renewal of accreditation, providers are required to confirm that they are complying with all applicable laws and regulations.</p> <p>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.</p> <p>Any breach of the law or regulations will be viewed seriously by the Scheme and may result in the withdrawal or withholding of accreditation.</p> <p>Any sustained breach of the law or regulations which an accredited provider fails upon reasonable notice to remedy will result in accreditation being withdrawn.</p>	
Comments	
D1 The items sampled were satisfactory.	

Organisation profile

Inspection history	Dates/details
First inspection	February 2022
Last full inspection	N/a
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Provisionally accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	ES Dubai (School of English)

Private sector

Date of foundation	19/01/2022
Ownership	Name of company: ES Training Ltd Company number: 13858902
Other accreditation/inspection	N/a

Premises profile

Details of any additional sites in use at the time of the inspection but not visited	N/a
Details of any additional sites not in use at the time of the inspection and not visited	N/a

Student profile

	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	12	19
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	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	12	19
Junior programmes: advertised minimum age	N/a	N/a
Junior programmes: advertised maximum age	N/a	N/a
Junior programmes: predominant nationalities	N/a	N/a
Adult programmes: advertised minimum age	18+	18+
Adult programmes: typical age range	19–40	20–50
Adult programmes: typical length of stay	1–8 months	2 weeks to 8 months
Adult programmes: predominant nationalities	Brazilian, Colombian	Azerbaijani, Colombian, Ukrainian

Staff profile

	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	3	3
Number teaching ELT 20 hours and over a week	3	
Number teaching ELT 19 hours and under a week	0	
Number of academic managers for eligible ELT courses	1	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	3	
Total number of support staff	1	

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 was not teaching in the week of the inspection.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	0
TEFLI qualification	3
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	3
Comments	
None.	

Accommodation profile

Number of students in each at the time of inspection (all students on eligible courses)		
Types of accommodation	Adults	Under 18s
<i>Arranged by provider/agency</i>		
Homestay	0	N/a
Private home	0	N/a
Home tuition	0	N/a
Residential	1	N/a
Hotel/guesthouse	0	N/a
Independent self-catering e.g. flats, bedsits, student houses	2	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	N/a
Staying in privately rented rooms/flats	9	N/a
Overall totals adults/under 18s	12	N/a
Overall total adults + under 18s	12	