

Organisation name	International House Manchester
Inspection date	31 May – 1 June 2022

Section standards	
Management The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
Premises and resources The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
Teaching and learning The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
Welfare and student services The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
Safeguarding under 18s There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

Recommendation

We recommend continued accreditation.

Summary statement

The British Council inspected and accredited International House Manchester in June 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 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

International House (IH) Manchester has been part of the IH World network of affiliated schools since 2012. The company also runs two football academies. The management structure and staffing are approximately the same as at the last inspection; the school continued operations throughout the recent pandemic by moving provision online as required.

The inspection took two days and involved two inspectors. Meetings were held with the principal, the head of marketing, the registrar, the two directors of studies (DoS), the marketing officer, the welfare and accommodation manager, and the student services officer. Focus groups were held with teachers and with students. One inspector visited one homestay remotely. All teachers timetabled to teach in the school during the inspection were observed, and one inspector dropped into a one-to-one class being delivered online.

Address of main site/head office

5th floor, Arthur House, Chorlton Street, Manchester M1 3FH

Description of sites visited

The school is located on the fifth floor of an office block in central Manchester, and is accessible by stairs and lift. There are seven classrooms, a teachers' room, a reception area and open plan office, which is also a student relaxation area, and a small kitchen for staff and student use. One classroom is slightly smaller than the others, and doubles as a prayer room as required. Male and female toilets are adjacent to the area occupied by the school. Access to the building is controlled by entryphone and a reception area staffed during office hours on the ground floor.

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

General English is offered with a range of weekly contact hours, as well as IELTS preparation, in Manchester or online. The school also offers a range of courses online, including one-to-one tuition and some ESP options, and is signed up to the code of practice.

Management profile

There are four directors, responsible respectively for overall management and marketing, the football academies, overall administrative operations (the registrar), and ELT (the principal). The two DoSs work closely together and report to the principal, along with the reception and administrative support officer, the administrative assistant and the welfare and accommodation manager. A marketing manager reports to the marketing director, and teachers report to DoSs. The registrar/director and the marketing director both work from the head office in Gloucester. The director responsible for the football academy is not involved with any of the eligible provision.

Accommodation profile

The school offers full or half-board homestay accommodation for adults and under 18s, and various residential options for adult students to suit different budgets.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision generally operates to the benefit of the students, and in accordance with the provider's stated goals and values. However, the appraisal system does not cover all staff, and publicity requires some attention.

Premises and resources

The provision meets the section standard. The premises provide students and staff with a very 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.

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. The academic programme is well managed and delivered. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. The teaching observed was very good and met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The needs of students for security, information and leisure activities are met and the level of pastoral care is excellent. The accommodation provided is suitable and appropriate systems are managed effectively. Students enjoy a popular programme of well-organised leisure activities.

Safeguarding under 18s

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within the school, and in the leisure activities and 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

There are clearly stated goals and values, which are widely circulated and made accessible through the website. Plans and objectives are also clear and made widely known, and staff are involved in important decisions and developments through targeted questionnaires. The school structure is appropriate and illustrated through a staff gallery notice with photographs. There is sufficient staff capacity, supported by good technology. Communications are good, making use of a range of different channels, both formal and less formal, and using technology effectively as appropriate. There is a clear cycle of continuous improvement drawing on information from staff and student feedback, both of which are regularly collected and acted upon.

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

There are generally appropriate human resources (HR) systems to ensure that staff are well inducted, supported and monitored. The recruitment policy is clear, and staff files sampled contained the required documentation. Appraisal procedures are good, but appraisals do not take place at director level. Professional development opportunities are plentiful and clearly documented.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Not met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	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

All aspects of student administration are efficiently dealt with by an experienced member of staff, who has additional support and cover as required. Technology provides good support and information is easy for staff to retrieve. Student records do not contain information on whether the emergency contact speaks English. There are clear policies and procedures for dealing with attendance, complaints and student conduct.

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.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	Met
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

Publicity consists primarily of the website, which includes a link to a downloadable brochure. It is generally clear, and well presented, although guarantees of progress are potentially misleading.

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

The premises are in a very good state of repair, clean and well maintained, with bright, colourful decoration and display. Classrooms are suitably furnished and well equipped, with good natural light. There is a kitchen for staff and student use, and students also have a large common room with coffee machine and snacks, with plenty of space to relax and socialise. There is a very wide range of food and drink outlets in the local area. Staff have appropriate facilities for work and storage, and there is sufficient space for meetings; classrooms can be designated for lunch and/or preparation time. Although there are no external signs due to conditions imposed by the landlord, internal signage is clear and there are good facilities for the display of information throughout 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.	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.	N/a
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

A good range of learning and teaching resources, including digital coursebooks and additional online materials, is available, well organised and easy to access for teachers and students alike. Classroom technology is well maintained and effectively supported, and teachers have received good levels of training in its use. Students benefit from guidance in the use of additional resources available to them online. Review of resources is specified in DoS job descriptions.

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	
The academic staff profile is satisfactory and there is an appropriate range of experience and knowledge and skills in the teaching team. Rationales were provided for two teachers - one without a Level 6 qualification, and the other without an appropriate TEFL qualification. Both rationales were accepted in the context of this inspection. One teacher has actively engaged in post-school learning leading to a Level 5 qualification, and the other has a non-standard TEFL certificate and extensive relevant experience. Both teachers are appropriately deployed and supported. The academic management team consists of the principal and two DoSs; all are TEFLQ with appropriate experience.	
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 aspects of academic management are dealt with appropriately. There are effective procedures for deploying teachers, timetabling and cover arrangements. Sufficient attention is paid to dealing with continuous enrolment, and teachers are well supported, both through arrangements for continuing professional development and less formal day-to-day support. Regular drop-in, as well as formal observations, take place.	
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.	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.	Not met
Comments	
Courses are based around coursebooks and set out in a course overview, with weekly study plans and outcomes which are made available to students. Regular review takes place. Students are supported in independent learning through online resources organised by class. Although there is a social programme, courses do not systematically include strategies to help students develop their language skills outside the classroom.	
Learner management	
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 aspects of learner management are effectively dealt with, and students benefit from appropriate learning support as well as advice on examinations and mainstream UK education.

Classroom observation record

Number of teachers seen	8
Number of observations	8
Parts of programme(s) observed	All

Comments

All face-to-face teaching timetabled for the week of the inspection was observed, and one inspector sampled an online one-to-one lesson.

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 demonstrated sound knowledge and awareness, provided clear and appropriate models and gave clear explanations. Many paid attention to features of pronunciation.

T24 Plans included brief student profiles. Topics, materials and activities were interesting and relevant.

T25 Lesson objectives were clear and had been shared with students. Plans demonstrated good sequencing and staging.

T26 A good range of teaching techniques was confidently drawn upon, including some good eliciting, summarising, concept checking, prompting, and nominating.

T27 Classrooms were well managed and competent and confident use was made of classroom technology. The online environment and tools were also effectively dealt with.

T28 Teachers provided plentiful praise and encouragement and demonstrated a good range of techniques for feedback, including reformulation and delayed error correction.

T29 A test, teach, test approach was often used to evaluate learning, as well as effective monitoring.

T30 Teachers skilfully created a safe environment for students to speak, and there were very high levels of student involvement. Strong teacher presence and rapport, as well as use of humour and fun, all contributed to a purposeful, positive learning atmosphere.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from excellent to good against the criteria, with the majority being very good. Teachers showed appropriate awareness of linguistic systems and provided clearly staged plans which reflected course and group interests and made use of relevant materials. Teachers

generally used a range of techniques with confidence and resources were used to very good effect. Feedback techniques were varied and often interactive. Classroom management was dealt with very effectively and there was a very positive working atmosphere in classes.

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.	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

Appropriate procedures are in place to ensure the safety and security of students. There is a plan to respond to emergencies both on and off site, and students and staff are aware of relevant elements. Students receive excellent pastoral care and know who to approach with any personal problems. Although there are policies to promote tolerance and respect and procedures for dealing with abusive behaviour, these are not presented to students in an accessible form. Students are given a 24-hour emergency contact number, information in advance of their arrival and good advice about relevant aspects of life in the UK. Relevant information and help is available about access to health care provision.

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

The accommodation viewed was of a very good standard and cleaning and laundry arrangements in both homestays and residential accommodation are satisfactory. All accommodation is appropriately inspected, either by remote or face-to-face visits. Students under 18 are only placed in homestays after face-to-face visits have been made. Students receive information about their allocated accommodation in good time, and procedures for identifying and solving problems are effective. Information for and communication with homestay providers is of a good standard and students were satisfied with any meals provided.

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

Agreements with homestay providers and the homestay handbook ensure that all the criteria in the above area are 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

W21 Students receive very useful advice and information if they live in privately rented accommodation.

Leisure opportunities	Met
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	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

Students are given appropriate information and access to local events and activities. This is effectively done via the student hub on the virtual platform and the school's social media page. The school uses a third party for organised excursions and tours and the student services officer (SSO) assists students with their plans and bookings. The monthly leisure programme is very well attended and is carefully planned by the SSO with input from students, who complete regular polls about the programme. Thorough risk assessments, including emergency procedures, are conducted before each activity and staff leading the activities are fully briefed.

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.	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.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met

S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Met
S7 There are suitable arrangements for the accommodation of students.	Met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met

Comments

The school accepts 16 and 17 year olds onto the adult courses. There was one student under the age of 18 at the time of the inspection. Year round there are not many under 18s enrolled. More are enrolled in the summer.

The school has a comprehensive safeguarding policy covering all required areas. The designated safeguarding lead and deputy have both completed specialist level training, and all staff and homestay providers are required to complete basic level training with regular updates. Parents or guardians receive information about the level of care provided and complete a parental consent form. Safer recruitment procedures are followed closely. Appropriate supervision measures are generally in place both during and outside the scheduled programme. However, some measures needed to minimise risks associated with under 18s sharing the premises with adults have not been fully implemented. Accommodation arranged by the school is suitable and if not arranged by the school, the alternative arrangements are carefully checked. Effective measures are in place to enable 24-hour contact between the school, parents and guardians.

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	2007
Last full inspection	2017
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	2019
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	Football academies in Manchester and Ellesmere College
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	2006
Ownership	Name of company: IJ Tours Company number: 05813751
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	47	60
Full-time ELT (15+ hours per week) aged 16–17 years	1	20
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	25	15
Part-time ELT aged 16–17 years	0	5
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	73	100
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	16	16
Adult programmes: typical age range	17–26	16–26
Adult programmes: typical length of stay	6–12 weeks	2–6 weeks
Adult programmes: predominant nationalities	Omani, Italian, Kuwaiti, Saudi Arabian	Italian, Kuwaiti, Saudi Arabian

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	15	18
Number teaching ELT 20 hours and over a week	2	
Number teaching ELT under 19 hours a week	13	
Number of academic managers for eligible ELT courses	3	3
Number of management (non-academic) and administrative staff working on eligible ELT courses	7	
Total number of support staff	0	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	3
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	3
Comments	
None.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	3
TEFLI qualification	11
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/ESOL qualification	1

Total	15
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	19	1
Private home	0	0
Home tuition	0	0
Residential	0	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	8	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	0
Staying in privately rented rooms/flats	45	0
Overall totals adults/under 18s	72	1
Overall total adults + under 18s	73	