

Organisation name	Inlingua Cheltenham
Inspection date	12–13 October 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 Inlingua Cheltenham October 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

This private language school offers courses in general English for adults (16+), professional English for adults (21+), and general English for closed groups of adults and under 18s. Throughout the year, but especially in the spring and summer, closed group courses for adults and under 18s (11 to 17 year-olds) are offered. A new residential junior course is planned for the summer of 2023 at a local private boarding school.

This compliance-only inspection, which was conducted remotely, took place over one and a half days. The inspectors had meetings with the principal, the academic director, the registrar, the estate and safety manager, the accommodation officer and the receptionist/leisure programme organiser. Focus group meetings were held with teachers and students. Eight teachers were observed, and one inspector visited two homestay providers remotely.

Address of main site/head office

Rodney Lodge, Rodney Road, Cheltenham GL50 1HX

Description of site visited

The school is situated in the centre of Cheltenham. There are two large adjacent period houses and the main building, Rodney Lodge, has three floors with 11 classrooms (one of which is also used as a learning centre) and two classrooms in the grounds, a students' coffee lounge, a reception area, offices, a teachers' room, a specialised learning centre and toilets on two floors. The Business Centre is located in the second building on three floors and has six classrooms, a students' coffee lounge, a teachers' room, a reception/office space, and toilets on two floors.

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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" 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 students study for 15 hours in the morning and can add another 7.5 hours of skills lessons in the afternoon. Preparation for external general English examinations and IELTS is offered as part of the general English programme. It is also possible to combine general English classes with tailor-made, one-to-one lessons. Business students negotiate hours to suit the individual, and study in one-to-one classes or small groups (with a maximum of five students).

Management profile

The principal is both an owner and a director of the school. He manages the academic director and all the other administrative staff. The academic director manages the teaching staff.

Accommodation profile

Although the school's publicity also offers hotels, serviced apartments and self-catering accommodation, almost all students stay in homestays arranged by the school. At the time of the inspection, only one student had arranged her own accommodation, but this was exceptional. The school considers that staying in homestay accommodation (either 'executive' or 'standard') is the best linguistic and cultural arrangement for the majority of students, and 'strongly recommends' this option. Homestays are within walking distance or a short bus ride from the school. It plans to offer residential accommodation for the first time in 2023, at its new summer school centre at Cheltenham Ladies College.

Summary of inspection findings

Management

Overall, the provision meets the section standard. The management of the provision operates very well to the benefit of students and in accordance with the school's stated goals and values. The management structure is clear, communication systems are good, induction procedures are effective and there are satisfactory opportunities for continuing professional development. Student administration is well managed, and publicity is satisfactory overall. Continuity of provision is managed well, and feedback from students and staff, with related action being taken, is of a high standard.

Premises and resources

The provision meets the section standard. The premises and facilities are well suited to the type of courses being run. They provide a very comfortable and professional environment for both students and staff. The learning resources support and enhance the studies of students enrolled.

Teaching and learning

The provision meets the section standard. The courses meet the needs of the students, and teaching and learning resources are satisfactory. Academic and learner management are effective and the teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The needs of students for safety, security and information are well met. A comprehensive emergency plan is in place. The homestay accommodation provided is suitable and managed effectively. Students are made aware of local social and cultural events, and a good range of appropriate leisure activities and excursions is offered.

Safeguarding under 18s

The provision meets the section standard. There is an up-to-date safeguarding policy and relevant training is provided to staff and homestay hosts. Students are suitably supervised in and out of class. Accommodation for under-18s is appropriately managed, and there are effective systems to ensure 24-hour emergency contact between the school and parents or guardians.

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.	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.	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 is a clear statement of goals and values of the school made known to all staff and students although there is no formal written plan for the future. The management structure is very clear and shared with staff and students.

There are good communication channels and students and staff are routinely asked for feedback, with appropriate action being taken and recorded in writing. Systems, processes and practices are reviewed in an annual self-evaluation with a view to continuing improvement.

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

The organisation has appropriate human resource policies for the recruitment and selection of staff. Job descriptions are sufficiently detailed and induction procedures are satisfactory. There are suitable policies for monitoring and appraising staff and continuing professional development is well managed.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Met
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met

Comments

There are effective procedures and standards for dealing with enrolments, cancellations, and refunds. Systems to record students' personal information are carefully implemented. Conditions and procedures under which a student may be asked to leave the course are clearly stated. There are clear policies and efficient procedures relating to student attendance and punctuality. Terms and conditions and the school's complaints policy are clearly set out and easily accessible. There is evidence that any problems or complaints are efficiently dealt with.

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.	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

The main medium of publicity is the website. A brochure is available to download from the website, and use is made of social media. Overall, information about the premises, facilities, accommodation, courses and costs is accurate, easily accessible and gives rise to realistic expectations. There is an adequate description of the level of care and support given to students. Accommodation and staff qualifications are accurately described and all claims to accreditation meet the Scheme's requirements.

Premises and resources

Premises and facilities	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Met
P2 Classrooms and other learning areas provide a suitable study environment.	Met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met

Comments

The school buildings and grounds provide a secure, attractive and spacious environment for both students and staff. The premises are well maintained and in a satisfactory state of repair, cleanliness and decoration. Classrooms are of an appropriate size, have good natural light and allow some flexibility of layout. There are good facilities for relaxation, including common rooms and covered areas and seating in the grounds. Signage is clear and attractively displayed, and drinking water is readily available.

Learning resources	Met
P7 There are sufficient learning resources for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Met
P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	Met
P11 Students receive guidance on the use of any resources provided for independent learning.	Met
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

Comments

Learning materials are appropriate for the level of the students and the aims of the course. Teachers have access to a good range of paper-based and digital resources to supplement the core coursebooks. The educational technology is well maintained and supported. The school's learning centres have a good range of resources and students receive guidance in their use. There is evidence that teaching and learning resources are regularly and systematically reviewed.

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 overall academic profile of the academic director and teaching staff is good.	

Academic management	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met

Comments	
Teachers are matched appropriately to courses and there are satisfactory timetabling arrangements. Advice on managing continuous enrolment is given in an academic handbook, with teachers discussing related issues on an ongoing basis. Arrangements for covering absent teachers work effectively. Teachers have good arrangements for day-to-day support. Lesson observation notes are detailed, perceptive and contain points for further action and professional development.	

Course design and implementation	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	Met
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Met

Comments	
The courses are designed around the content of modern coursebooks, which teachers supplement as appropriate. Course review is an ongoing process and built into the structure of each week's work. A written weekly course outline is made available to students and displayed in the classrooms. The overall curriculum, which includes visits out, encourages the development of language skills and enables students to benefit linguistically from their stay in the UK. Independent learning is promoted in two separate study areas, with teacher guidance and supervision provided on a regular basis.	

Learner management	Met
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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

There are good procedures for the accurate placement of students and they are able to change classes if needed. Students are guided at the time of enrolment on the selection of courses to prepare for external examinations. There are detailed procedures for evaluating, monitoring and recording students' progress. Students receive a certificate of attendance with an indication of the level at which they have studied and individual reports are provided as necessary. Any students wishing to progress to mainstream UK education have access to relevant information and advice.

Classroom observation record

Number of teachers seen	8
Number of observations	8
Parts of programme(s) observed	All classes on offer.

Comments

None.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Met

Comments

T23 Teachers demonstrated both in delivery and planning a good level of knowledge and awareness of linguistic systems, and always provided accurate models of the language.
T24 The lesson content was of interest to the students and appropriate for their needs. Planning and teaching showed that the learning needs, interests and cultural backgrounds of the students had all been taken into account.
T25 Lessons led to appropriate learning outcomes, which were made known to students. Lesson coherence was maintained with good teacher signposting, ongoing highlighting of learning objectives and reference to previous and future lesson content.
T26 Teachers used appropriate techniques for eliciting and illustrating meaning, and concept checking techniques were effective. Meaningful practice activities were set up to allow students to develop their communication skills. A wide range of techniques was used to promote learning as well as student interaction and interest.
T27 The classroom layout was always appropriate for the activity. Teachers used the educational technology confidently, and effective use of audio-visual resources was included. As well as good coursebook use, teachers used additional aids such as small cards and worksheets to promote student involvement and interest.

T28 Teachers monitored well, and students received encouragement and praise on the content of their responses. There was focused corrective feedback using a variety of appropriate techniques with follow-up practice providing an opportunity for students to improve both their accuracy and fluency.

T29 The achievement of language learning targets was usually evaluated by the successful completion of textbook exercises and student performance in communicative activities.

T30 There was a positive and purposeful atmosphere in all classes with students being engaged at all times. Teachers managed classroom activities fluently and successfully.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to good against the criteria, with the majority being good. The content was appropriate, and the activities engaged and motivated the students, enabling them to practise and extend their language knowledge and skills. A range of suitable techniques and resources was employed and teachers used feedback effectively to promote student understanding and 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.	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

There are up-to-date risk assessments and regular fire drills to ensure the safety and security of students, and suitable plans made known to students and staff to respond to any emergency. Students receive appropriate welfare support from clearly identified staff, and emergency contact numbers. Advice on travel and relevant aspects of life in the UK is made available, and suitable access to health care is arranged.

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 school provides a range of suitable accommodation, and monitors this and student satisfaction with it effectively.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	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 the subsection are fully met.	

<i>Accommodation: other</i>	
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	Met
Comments	
All criteria in the subsection are fully met.	

Leisure opportunities	
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met
Comments	
Students receive appropriate information about local and other social and cultural activities and events and help when needed in accessing them. The social programme is well managed and suited to the various ages and interests of the students.	

Safeguarding under 18s

Safeguarding under 18s	
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	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

At the time of the inspection, of the 42 students enrolled there were eight aged under 18 (two full-time and six part-time) and no under 16s. In the summer peak week in 2022, of a total 218 students enrolled, 157 were aged under 18, and 43 of these were under 16s.

The school has a comprehensive, up-to-date safeguarding policy, known to all adults in contact with under 18s. Recruitment procedures for staff and homestay hosts are in line with safer recruitment good practice. The safety and supervision of students during and outside their scheduled programmes, and in their accommodation, is appropriate to their age. There are effective arrangements to enable contact on welfare matters between the school and students' parents or legal guardians at all times.

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	2003
Last full inspection	2017
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	Certificated 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	1990
Ownership	Name of company: English and Vocational Academy (EVA) Ltd Company number: 7739420
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	11–17 Summer School at Cheltenham Ladies College in July and August 2023	
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	34	61
Full-time ELT (15+ hours per week) aged 16–17 years	2	108
Full-time ELT (15+ hours per week) aged under 16	0	43
Part-time ELT aged 18 years and over	0	5
Part-time ELT aged 16–17 years	6	1
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	42	218
Junior programmes: advertised minimum age	0	11
Junior programmes: advertised maximum age	0	17
Junior programmes: predominant nationalities	0	Japanese, Omani, Hungarian
Adult programmes: advertised minimum age	16+	16+
Adult programmes: typical age range	18–59	16–48
Adult programmes: typical length of stay	13 weeks	7 weeks
Adult programmes: predominant nationalities	Saudi Arabian, Spanish, Italian, Japanese, Ukrainian	Japanese

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	8	20–25
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 19 hours a week	8	
Number of academic managers for eligible ELT courses	1	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	6	
Total number of support staff	2	

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	
No teaching planned for the Academic Director during inspection.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	4
TEFLI qualification	4
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	8

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	34	2
Private home	0	0
Home tuition	0	0
Residential	0	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	1
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	2
Staying in privately rented rooms/flats	0	3
Overall totals adults/under 18s	34	8
Overall total adults + under 18s	42	