

Inspection criteria and requirements

The section standards, summary inspection criteria (in bold) and key requirements for each criterion to be met are valid for all inspections taking place in the inspection cycle 2024 to 2027.

Management

Standard

The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.

Strategic and quality management

M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.

Requirements

- The statement is explicit and in writing.
- It covers all key aspects of the organisation's work.
- It is made known to all staff.

M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.

Requirements

- Objectives and plans are explicit and in writing.
- Objectives and plans are known to and understood by relevant managers.
- Plans set out steps needing to be taken and the time frame.
- Evidence of work being carried out towards achieving the stated objectives.

M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, at all times.

Requirements

- Documented structure includes all management and administrative posts, is current and is made known to staff.
- Cover for key posts is clear, adequate and known to staff concerned.
- Staff and systems are sufficient to meet the needs and expectations of students, group leaders, agents etc.

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.

Requirements

- Clear and comprehensive lines of communication.
- Appropriate forms of communication.
- All relevant stakeholders included in communications.
- Includes host institutions (for seasonal providers in hired premises) and accommodation agencies (where used).

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.

Requirements

- Initial and end-of-course feedback taken and recorded.
 - Feedback collated, reviewed and action taken and recorded.
 - Feedback taken on all significant services including, e.g. accommodation and resources.
 - Staff have access to feedback relevant to their role.
 - Feedback routinely shared with accommodation agencies (if used).
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M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.

Requirements

- All significant groups of staff are included.
 - Action taken is recorded.
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M7 The provider reviews systems, processes and practices with a view to continuing improvement. Appropriate action is taken and recorded.

Requirements

- Evidence of planning and implementation.
 - Feedback from M5 and M6 informs the organisation's planning.
 - Action plan showing progress on Points to be addressed (PTBA).
 - Self-evaluation against Accreditation UK inspection criteria submitted prior to inspection.
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Staff management and development

M8 The provider implements appropriate human resources policies, which are made known to staff.

Requirements

- Any HR policies not covered by M10–M13 or W4, e.g. terms and conditions of employment (remuneration, hours of work, leave, absence, equal opportunities, health and safety, staff well-being, whistleblowing etc.).
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M9 The provider specifies the duties of all staff working with ELT students, and ensures that these are up to date.

Requirements

- Comprehensive, up-to-date job descriptions or role profiles available for all ELT managers and staff.
 - Include designated safeguarding roles (where relevant).
 - Agreed/known by staff.
 - Evidence of review.
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M10 There are effective procedures for the recruitment and selection of all staff.

Requirements

- Written recruitment policy setting out procedures.
 - Procedures implemented.
 - Evidence of relevant pre-appointment checks. Including evidence of a minimum of one document demonstrating previous employment (if not first job).
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M11 There are effective induction procedures for all staff.

Requirements

- Written induction procedures.
 - Records of induction.
 - Induction includes basic H&S and other items relevant to the role and the type of provision.
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M12 There are effective procedures for monitoring and appraising all staff, for highlighting good performance, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.

Requirements

-
- All staff have a line manager.
 - Written monitoring and appraisal procedures.
 - Records of monitoring and appraisal.
 - Written policies and procedures for handling unsatisfactory performance: disciplinary and capability procedures.
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M13 There are effective procedures to ensure the continuing professional development (CPD) of all staff to meet the needs of the individual, the students and the organisation.

Requirements

- Written procedures CPD relevant to role.
 - Records of CPD.
-

Student administration

M14 Staff are helpful and courteous to students and their representatives, and provide good levels of customer service.

Requirements

- Provider gathers evidence to assess this.
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M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.

Requirements

As criterion.

M16 There are clear systems in place to enrol students effectively and maintain accurate information about student payment and course details. This information is readily accessible to relevant staff.

Requirements

- Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.
 - Refund policies are clear.
 - Written procedures include, where relevant, a standard clause in booking terms about the refund policy if a visa application is rejected.
 - Terms and conditions are written in accessible English.
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M17 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.

Requirements

- Every student record holds local contact details and next of kin or other emergency contact.
 - Records complete and students reminded to update if there are any changes.
 - Information available to emergency phone holder.
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M18 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.

Requirements

- Written policy for all students, in clear language.
 - Absence, lateness and any follow-up is recorded.
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M19 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.

Requirements

As criterion.

M20 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about who to see about problems and how to make a complaint.

Requirements

- Staff who deal with different types of problem made known to students.
 - Written procedure for complaints given, or made available, to all students (group leaders and
-

parents/legal guardians) as part of enrolment process or at start of course – written in accessible language.

- Record of any complaints and action taken.

Publicity

M21 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.

Requirements

- Includes any leisure programme.
- Images accurately represent provision.

M22 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.

Requirements

- Accessible to speakers of English at level B1 of the *Common European Framework of Reference*, or in translation – languages for relevant markets.

M23 Publicity gives clear, accurate and easy-to-find information on the courses.

Requirements

Easy to access in main section of publicity to:

- outline description of each course, including objectives and levels
- times of classes, any private study periods
- total number of taught hours per week
- course dates and any non-teaching days within the course
- minimum enrolment age and, where courses enrol only under 18s, maximum enrolment age
- the maximum class size.

M24 Publicity includes clear, accurate and easy-to-find information on costs.

Requirements

The cost of:

- tuition
- any teaching materials which students are required to buy
- any accommodation offered.

The approximate cost of:

- any leisure programme not included in the course fees
- any course-related examination fees not included in the course fees.

Requirements for deposits, payment of fees, and the refund policy, (including the arrangements and deadlines for cancellations.)

M25 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.

Requirements

Full and accurate statement of pastoral care, including details of:

- supervision outside class times
- arrangements (if relevant) for journey from accommodation to teaching centre
- limits to supervision of 16–17 year-olds on adult courses.

M26 Publicity gives an accurate description of any accommodation offered.

Requirements

- Provider makes it clear if accommodation offered is arranged by an agency.
- Types of accommodation offered are clearly described.
- If provider places a student in accommodation described as homestay there will be no more than three other students (or other paying guests) staying (whether placed by the provider or another organisation).
- Where a student is expected to share a bedroom with another student, this is clearly indicated.
- Services, including arrangements for cleaning, supply of towels and bedding, and laundry, are clearly described.

M27 Descriptions of staff qualifications are accurate.

Requirements

- Any description of staff qualifications and experience is accurate and applies to the full range of staff at any time.
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M28 Claims to accreditation are in line with Scheme requirements.

Requirements

- All eligible provision is declared for inspection as set out in *1.3 Scope of accreditation*.
 - Any claims to accreditation, or registration of accommodation agencies, are in line with the guidelines set out in *3.1 Claiming accreditation*, and are not applied to unaccredited or ineligible provision.
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Premises and resources

Standard

The premises provide students and staff with a safe 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.

Premises and facilities

P1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.

Requirements

- Regular risk assessment(s) of all premises (including summer premises).
 - ELT provider must undertake risk assessment(s) of any rented premises, and not rely on risk assessment(s) provided by host institution.
 - Record of actions to mitigate risks.
 - Full records of routine checks of fire/gas/electricity risks maintained for premises.
 - Evidence of regular fire drills/simulations. At least twice a year and/or at intervals that allow staff, and students on big intakes, to familiarise themselves with evacuation procedures.
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P2 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.

Requirements

Adequate

- circulation space
 - storage space
 - toilet facilities.
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P3 Classrooms and other learning areas provide a suitable study environment.

Requirements

- Adequate in size and number.
 - Adequately lit, heated and ventilated.
 - Free from disruptive extraneous noise.
 - Furnished to allow easy movement of teacher and students for monitoring and activities.
 - Arranged so that all students can comfortably see, hear and write.
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P4 Students have adequate room and suitable facilities for relaxation and the consumption of food.

Requirements

- Adequate designated space or suitable alternative.
 - Free drinking water is available.
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P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display or sharing of general information.

Requirements

- Clear indications of how to move around the building/campus and locate the various rooms and services.
- Clear emergency exit signs and fire evacuation procedure notices.

P6 There is sufficient space for all staff, for work, meetings, relaxation and the storage of personal possessions.

Requirements

- Appropriate space for meetings.
- Appropriate space for management/ administrative roles.
- Provision for teachers to carry out preparation and marking.
- Adequate provision for all staff to relax and eat.
- Secure storage for personal possessions.

Learning resources

P7 There are sufficient learning resources for classroom use for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.

Requirements

As criterion.

P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.

Requirements

As criterion.

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.

Requirements

As criterion.

P10 Students have access to resources for independent learning, relevant to their learning aims and expectations.

Requirements

As criterion.

P11 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.

Requirements

- Evidence of planning and implementation.
- Evidence of review informed by staff and student feedback.

Teaching and learning

Standard

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.**

Academic staff profile

T1 There is a clear recruitment and support policy for the academic team relevant to the stated course objectives and student profile.

Requirements

- Clear statement of course objectives and student profile (context).
 - Principled recruitment specifications linked to the context.
 - Structured support policy relevant to the needs of the academic staff team in this context.
 - There must be evidence that the policy has been implemented.
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T2 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.

Requirements

- All members of the team have at least three years' full-time relevant teaching experience.
 - They are academically and ELT/TESOL qualified, as appropriate to the range of courses on offer; at least one person has, as a minimum, a TEFLQ qualification.
 - Management training and support is available for new managers.
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T3 The teaching team has ELT/TESOL qualifications, general level of education, experience, knowledge and skills relevant to the courses they are teaching.

Requirements

As criterion.

Academic management

T4 Teachers are matched appropriately to courses and there are effective procedures for the appropriate timetabling of students, courses, and classrooms.

Requirements

- Deployment takes account of teachers' experience and qualifications.
 - Consideration is given to the deployment of less qualified teachers; in no case is a class taught by a trainee teacher for all their lessons.
 - Room allocation takes account of group size, any special individual needs (including mobility), and resource requirements.
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T5 There are formalised arrangements for covering for absent teachers which are satisfactory to students and staff.

Requirements

- Clear systems and procedures relating to planned and unplanned absence and made known to staff.
 - Teacher absence does not result in classes being cancelled or, if merged, published maximum class size is not exceeded.
 - Cover teachers are appropriately qualified and prepared. Less experienced teachers are not assigned cover without adequate support and preparation. Trainee teachers are not assigned cover.
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T6 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.

Requirements

- Attention is paid to both logistical and academic considerations relating to continuous enrolment (e.g. when new students join a class; advance information for teachers; grouping/regrouping; classroom changes).
 - Information and guidance relating to continuous enrolment is available for teachers.
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T7 There are effective arrangements for the academic induction of new teachers appropriate to their needs.

Requirements

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- All newly employed teachers attend a full induction (whether face-to-face or online).
 - The induction prepares academic staff to deliver the curriculum effectively within the context of the provider's stated course design principles, and to access support as needed.
 - The academic induction process is documented to ensure that no key training is omitted.
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T8 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.

Requirements

- A suitably experienced academic manager is available/approachable for day-to-day support.
 - Appropriate support procedures are in place for new/less experienced teachers.
-

T9 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager based on clear standards known to teachers.

Requirements

- Regular monitoring observations of all teachers by TEFLQ academic manager at least once a year.
 - Observation process includes appropriate feedback and suggestions for action planning to improve and develop teaching.
 - Observations are based on teaching standards that are shared with teachers.
 - Particular care is taken to monitor and guide inexperienced teachers, those whose classroom performance exhibits weaknesses and those whose teaching has attracted negative student feedback. There is evidence that an academic manager acts on any negative student feedback.
 - Newly employed teachers are observed and receive feedback within two weeks of starting to teach (seasonal centres: in their first week of teaching).
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T10 There are effective procedures to ensure the continuing professional development (CPD) of all teachers to meet the needs of the individual teachers, the students, and the organisation.

Requirements

- The CPD provision has clear aims based on needs analysis which take into account the needs of the organisation, students, and teachers.
 - The provider offers a range of opportunities for professional development appropriate to the context.
 - Records are maintained of teacher participation in CPD.
 - CPD provision is regularly reviewed in the light of stakeholder feedback.
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Course design and implementation

T11 The course design is comprehensive and is based on the provider's stated approach to learning or educational philosophy, and is appropriate to the learning context.

Requirements

- There is a clear rationale for course design.
 - Guidance for teachers is provided in writing.
 - Intended learning outcomes and methods of assessment of students' progress are included.
 - Courses include study and learning strategies that support independent and post-course learning.
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T12 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.

Requirements

As criterion.

T13 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.

Requirements

- Evidence of planning and implementation.
 - Regular review by academic manager(s) in consultation with teachers and taking account of student feedback.
-

T14 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students and referred to in class.

Requirements

As criterion.

Learner management

T15 There are effective procedures for the correct placement of students, appropriate to their level and age.

Requirements

- Formal procedures are in place with account taken of students' level and age.
- Staff conducting assessment are appropriately qualified and trained.

T16 There are effective procedures for evaluating, monitoring and recording students' progress.

Requirements

- Progress testing and final evaluation are relevant to course length and objectives.
- Students (parent/guardians of under 18s) receive reports on request.

T17 Students are helped to identify their learning needs and receive support to meet course objectives.

Requirements

- Learning support is available and accessible.
- Change of course/class is possible within a reasonable timeframe.
- Procedures for changing course/class are known to staff and students.

T18 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests. Students wishing to progress to mainstream UK education have access to relevant information and advice.

Requirements

As criterion.

Classroom observation

Knowledge and planning

T19 Teachers produce accurate models of spoken and written English; they provide clear explanations and relevant examples of language and usage, that are appropriate to the aims of the lesson and suitable for the students' level.

Requirements

As criterion, plus:

- Teachers are able to deal with students' questions about language.

T20 The content of the lessons is based on the overall course objectives and takes into account the differing students' needs and backgrounds.

Requirements

As criterion.

T21 The intended learning outcomes of lessons are made known to students, and are achieved through an appropriate sequence of activities.

Requirements

- Intended learning outcomes are clearly identified and shared with learners.

Delivery and review

T22 Teaching techniques used are appropriate to the focus of the lesson, to the context, and to the needs of the group and individual learners.

Requirements

As criterion.

T23 Teachers enhance learning by effectively managing the classroom environment and teaching and learning resources.

Requirements

As criterion.

T24 Students receive and benefit from appropriate and timely feedback on their performance during the lesson.

Requirements

- Teachers use a range of feedback techniques to support students and help them improve.
- Teachers provide positive feedback to students.

T25 Lessons include activities for teachers and students to evaluate whether learning is taking place.

Requirements

As criterion.

T26 Teachers promote a positive and inclusive learning atmosphere and students are engaged in the lesson.

Requirements

- Teachers promote positive interactions.
- Students are active in the learning process.

Welfare and student services

Standard

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.

Care of students

W1 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.

Requirements

- A critical incident/emergency plan is in place for teaching and accommodation site(s), and for when students are off site.
- There are procedures for locating and communicating with students in the event of a major incident in their locality.
- Providers ensure that the relevant aspects of the emergency plan are made known to staff and students.
- Where other stakeholders are involved (agents, group leaders, accommodation agency, host organisation) plans need to be shared, with agreed actions/ responsibilities.

W2 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.

Requirements

As criterion.

W3 There are policies to promote tolerance and respect, and procedures for dealing with any abusive behaviour. All staff and students are aware of these.

Requirements

- Diversity/inclusivity policy.
 - Procedures for dealing with abusive behaviour by staff or students (including verbal abuse, harassment, bullying, actual or threatened violence, damage to personal property), or behaviour that may lead to extremist radicalisation.
-

W4 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.

Requirements

As criterion.

W5 Students receive advice on relevant aspects of travel to and life in the UK.

Requirements

- Students receive or are directed to 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.
 - Where transport is offered by the provider, arrangements are clear, effective and reasonably responsive to unforeseen circumstances.
 - Students receive information about:
 - Personal safety and the care of valuables.
 - Medical and personal insurance.
 - Compliance with the law.
 - Other items relevant to the students enrolled.
-

W6 Students have access to adequate health care provision.

Requirements

- Students are informed about their rights regarding medical and dental treatment through the NHS, the need for insurance and the immigration health surcharge (as relevant).
 - Students have full access to any medical and welfare services available in the organisation.
 - Appropriate provision is made on site and in accommodation.
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Accommodation

All accommodation

W7 Students have a comfortable living environment throughout their stay.

Requirements

- Bedroom and common areas in a proper state of cleanliness and repair.
 - Adequate heating and lighting.
 - A sufficiently spacious bedroom with natural light, equipped with an adequately sized bed.
 - Adequate hanging and drawer space for clothes.
 - An adequate supply of duvets or blankets.
 - Privacy from members of the opposite sex.
 - A table for private study (where appropriate).
 - Sufficient washing facilities and access to a bathroom, with baths or showers available daily.
 - Homestay/home tuition teaching hosts treat the student as a full member of the household, eating together and sharing the common living areas.
-

W8 Arrangements for cleaning and laundry are satisfactory.

Requirements

- Arrangements for regular cleaning of homestay. Arrangements for weekly cleaning of common areas, including bathrooms and kitchens in residential accommodation.
 - Regular cleaning of fridges.
 - Provision of cleaning materials where students are responsible for cleaning.
 - A weekly laundry service or clearly explained laundry arrangements.
 - A clear policy on frequency of towel and bed linen changes (minimum fortnightly*).
-

W9 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.

Requirements

- Checks recorded.
 - Fire risk assessments.
 - Gas Safe certificates renewed annually.
 - Agreement of number of students placed, based on the size of room(s) and facilities available.
[also applies to home tuition teaching homes]
-

W10 Students receive written confirmation of accommodation booked, giving clear and accurate information.

Requirements

- Accurate and sufficient information about the type of accommodation, location, proximity to transport to reach teaching premises, services provided and payment arrangements (including cancellation penalties).
 - Where a student is expected to share a bedroom with another student, this is clearly indicated in the provider's publicity.
 - Conditions and procedures under which accommodation arrangements can be terminated are included.
-

W11 There are effective procedures for identifying and resolving any problems students have with their accommodation.

Requirements

As criterion, plus:

- Where any accommodation is provided by an accommodation agency, procedures include regular and timely provision of feedback to agency.
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W12 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.

Requirements

- Booking and cancellation arrangements are clear.
 - Includes information on W13-W16.
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W13 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.

Requirements

As criterion.

Accommodation: homestay only

W14 Homestay hosts comply with the agreed terms and conditions for student placements.

Requirements

As criterion.

W15 Homestay placements encourage students to use English.

Requirements

- English is the language of communication within the homestay home.
 - Homestay placements take into account the first language of the students.
 - Placement policy is made clear to students, parents and agents.
-

W16 Hosts ensure that there is an adult available to receive students on first arrival.

Requirements

As criterion.

Accommodation: other

W17 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.

Requirements

As criterion.

W18 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.

Requirements

As criterion.

Leisure opportunities

W19 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.

Requirements

As criterion.

W20 The content of any leisure programme is appropriate to the age and interests of the students.

Requirements

- Where activities form part of a course package, alternatives are available for activities cancelled for reasons outside the control of the provider.
-

W21 Any leisure programmes are well organised and sufficiently resourced.

Requirements

- Leisure programme is under the direction of a named person with specific responsibilities clearly delegated where necessary.
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W22 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.

Requirements

- Written risk assessments and clear guidelines on how to respond to situations where students are at risk.
-

W23 Staff supervising sporting and leisure activities on or off-site have appropriate experience, support and training.

Requirements

As criterion.

Safeguarding under 18s

Standard

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.

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.

Requirements

- Clear and comprehensive policy in place written in accessible English, appropriate to current students
 - Policy is reviewed annually and updated accordingly.
 - Policy includes:
 - information on recognising abuse
 - child protection response procedures
 - names of Designated safeguarding lead (DSL), cover arrangements and how to contact
 - guidance on handling delayed suitability checks
 - guidance for everyone in organisation on appropriate behaviour and interaction with under 18s.
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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.

Requirements

- Policy available to all staff.
 - Safeguarding included in induction for all staff.
 - Staff receive safeguarding training relevant to their role:
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- all staff in contact with under 18s: Basic safeguarding awareness training (formerly level 1)
 - named person/DSL: Specialist safeguarding for Designated Lead (formerly level 3)
 - guidance provided to all other relevant adults
 - updates provided for all staff.
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S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.

Requirements

- Where the provider has no direct contact with the parents/guardians, it must be clear in agreements with agents when and where this information is collected and passed to ELT provider.
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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.

Requirements

- Providers must check the suitability of all those working with under 18s, as follows:
 - Relevant staff members must have two references and relevant current criminal record/suitability checks.
 - Homestay hosts must have two references.
 - Homestay hosts and all adults normally resident in the home must have relevant current criminal record/suitability checks.
 - Reference requests must include enquiry about suitability to work with under 18s.
 - Where any of these are contracted by a third party (e.g. accommodation is provided by an agency) the provider must have formal agreements in place to ensure that relevant suitability checks have been done.
-

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

Requirements

- Students under the age of 16 are not placed in classes with students of 18 years or older.*
- Sufficient adult supervision for all activities arranged by the provider, taking into account the nature of the activity, age, gender and needs of the students. (Group leaders and other adults travelling with students under 18 will be responsible only for students in their own group.)
- Provision of a leisure programme appropriate to the age, ability and interests of the students (for under 16s, the cost should be included in the course fee).

**Where, exceptionally, courses are intentionally provided for under 16s mixed with adults, the provider must demonstrate a sound rationale, clear recruitment information, and effective systems to protect under 16s from unsuitable materials, activities and relationships.*

S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.

Requirements

- Clear rules for what students may do outside the scheduled lesson or activity times and without supervision, appropriate to the age of the students and the location.
 - Hosts, group leaders and residence supervisors are aware of the rules (including the time they are expected to return for meals and at night).
 - Procedures in place to ensure these rules are adhered to.
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S7 There are suitable arrangements for the accommodation of students.

Requirements

- Provider is responsible for all meals and accommodation unless alternative arrangements have been made by the parent(s) or legal guardian and confirmed in writing.
 - A responsible adult (known to and vetted by the provider) is always present overnight and normally when students under 16 are at home or in residence.
 - Providers ensure that students under 16 lodged by them or their agency in homestay or residential accommodation are not lodged with students of 18 years or older.
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- In residential accommodation, the ratio of supervising adults to students must be at least 1:20 for students aged 12–17, and 1:15 for students under 12 at all times.
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S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.

Requirements

- Effective measures and information are in place to enable 24-hour contact with parents or legal guardians of students.
 - Parents, legal guardians or agents of students have a telephone number that can be used to contact the provider outside office opening hours.
-