

Inspection documentation

Please note that in order to comply with GDPR requirements, some documents may need to be redacted or edited before being sent to inspectors. In general, it is your responsibility to ensure that documents sent are compliant with GDPR, but in a number of cases, we provide specific guidance. Documents where specific guidance is provided are glossed as *GDPR* in this list, and the guidance is provided in the relevant part of the Appendix (page 23).

Stage 1

Initial background documentation

These documents in stage 1 inform the initial setting up of the inspection, allowing the Unit and inspectors to understand the size and location of the organisation.

The Accreditation Unit will send documents 1, 3, 4, and 5 to the inspectors when the inspection is confirmed.

The Accreditation Coordinator will request documents 2, 6, 7 and 9 from you as soon as they receive confirmation of the date of the inspection and will confirm arrangements for the preparation and upload of Stage 2 documentation.

Stage 2

Inspection preparation documentation

To be uploaded by the provider directly to the Stage 2 link provided in your 'preparation for inspection' arrangements letter sent to you by the Accreditation Coordinator. Documentation is to be named with the reference number on the stage 2 documentation list below and uploaded at least 10 working days prior to the start of the inspection.

In most cases, templates of documents are required rather than completed samples. However, all templates provided must be currently in active use to ensure relevance and accuracy.

Stage 3

Documentation to be reviewed on site

Confidential material.

Any bulky paper material (e.g. completed paper feedback forms).

Documentation schedule

(T) = Template available on the website/in the registration pack

The bold type indicates the name of the document as it appears in the *Accommodation criteria, requirements and guidance* document, where the reference number is also used.

Stage 1: initial background documentation

Please see above for information about what needs to be provided at what time.

Doc 1. **Inspection application** form (T)

Doc 2. **Brochures and contracts** or written agreements with client ELT providers

Doc 3. **Previous inspection reports:** last full inspection and any subsequent spots/interims

Doc 4. Any significant **correspondence** between the provider and the Unit or student/agent complaints

Doc 5. **Annual declaration** including *Declaration of legal and regulatory compliance* (T)

Doc 6. **People to be seen form*** (T)

Doc 7. Any **action plan** and evidence relating to Points to be addressed from previous inspection(s) (T)

Doc 9. **Organogram** including any regional staff*

**Any updates to these to be notified to inspectors at time of first contact*

Stage 2: inspection preparation documentation

Management

Doc 10. **Organisation plans** (T is optional) see guidance for M1, M2

Doc 11. **Self-evaluations** (T)

Doc 12. **List of staff:** all current administrative and welfare staff, involved with ELT students, stating relevant qualifications and experience (T) *GDPR*

Doc 13. **Job descriptions** for all relevant management, administrative, and welfare staff including the person in overall charge *GDPR*

Doc 14. **List of types and frequency of meetings held**

Doc 15. **Recruitment documents:** description of recruitment procedure(s); documents relating to staff recruitment, e.g. application forms, interview pro-formas, reference request pro-formas *GDPR*

Doc 16. **Induction documents:** description of induction procedure(s); documents relating to staff induction, e.g. description of areas covered, induction checklist *GDPR*

Doc 20. **Complaints procedures:** description of the procedures for making a complaint and how information about this is made available

- to students and parents/legal guardians
- Doc 21. **Feedback procedures:** description of how feedback from students and staff is collected, analysed, and acted on; samples of proformas or templates for feedback
- Doc 23. **Description of closed groups:** any arrangements that have been made with closed groups, over the preceding six months, that are additional to, or changes to, terms specified in publicity

Welfare and student services

- Doc 38. Completed current **premises risk assessments** for all premises where students are accommodated
- Doc 39. **Abusive behaviour document:** document setting out the policy for dealing with abusive behaviour and behaviour that may lead to extremist radicalisation, and how staff and students are informed of this policy
- Doc 40. **Description of accommodation offered:** type and location of any accommodation offered by the provider
- Doc 41. Comprehensive and accurate **list of accommodation in use** during the inspection period so that inspectors can easily see where all students in accommodation arranged by the provider or its agent are staying *GDPR*
- Doc 42. **Accommodation placement:** sample documents relevant to the placement of students in accommodation: *GDPR*
- application form for prospective hosts
 - inspection form/checklist, including safety and suitability
 - letter of agreement between hosts and provider
 - information/advice for hosts
 - information/advice for students
 - pricing and payment details
 - booking confirmation letter for students/hosts or residence
 - evaluation form
- Doc 46. Samples of **risk assessments** and emergency plans relating to the supervision of activities, and guidelines for responding to situations where students are at risk

Safeguarding under 18s

- Doc 49. Documentation setting out the **Safeguarding policy** and how the requirements of the policy are made known to all stakeholders (e.g. staff, students, parents, homestay hosts, contractors)

Information for staff and students (anything created by the accommodation provider)

- Doc 52. **Staff handbooks/notes:**

- any information for administrative/support staff
 - any information for residential staff
 - any information for activities staff
- Doc 54. **Student handbook/notes:**
- advice about coming to and living in the UK
 - information on welfare and student services
 - any information on safeguarding
 - course rules/conditions

Stage 3: documentation reviewed on site

Management

- Doc 55. **Minutes of meetings**
- Doc 63. Completed **student/client feedback** forms and record of follow-up action
- Doc 64. Records of **staff feedback** and any action taken
- Doc 65. **Records of any complaints** and action taken

Welfare and student services

- Doc 75. **Safety log:** records of fire drills, accident/incident book
- Doc 76. Dated **records of accommodation inspections**
- Doc 77. **Accommodation records** including rooming lists for residential accommodation

Safeguarding under 18s

- Doc 78. **Evidence of suitability checks**, references and criminal record checks etc., for all holders of roles involving responsibility for or substantial access to under 18s, including all resident adults in homestay providers, and group leaders. NB Copies of DBS checks should not be held on file; inspectors will ask to see certificate number and date issued