

Organisation name	ISCA School of English, Exeter
Inspection date	15, 28–29 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. However, evidence must be submitted within three months to demonstrate that weaknesses in S2 and S4 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited ISCA School of English, Exeter 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

This family-run school was established in 1966 and has been offering English language courses from the same premises since then.

The school operates for ten weeks over the summer, with students coming for a minimum two-week stay. The majority are individual bookings, though there are small groups who are integrated into the classes. No single nationality dominates and there are no closed groups. Outside the summer period, closed group courses can be arranged.

This compliance-only inspection, which was conducted remotely, took the equivalent of a day and a half over three days. Meetings were held with the principal, the assistant principal, the director of studies, the safeguarding lead and student services and welfare officer. Focus group meetings were held with teachers, students and group leaders. All teachers teaching at the time of the inspection were observed. One inspector conducted a virtual tour of two homestays. The inspection included a virtual tour of the main school premises. Students and staff were also asked to comment on the state of the premises.

Address of main site/head office

4 Mount Radford Crescent, Exeter, Devon EX2 4EN

Description of sites visited/observed

The premises are located in a residential area of Exeter, a ten-minute walk from the city centre. At the time of the inspection there were four classrooms in use in the main building, and two classrooms in the annex will be used later in the summer. The main office and reception area, the teachers' room (where the director of studies works), an internet room, and a student relaxation room are located in the main building. The garden can be used by students and staff at breaks and lunch times.

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

The school runs summer vacation courses for 14–17 year-olds. Students follow a general English or examination preparation course. Tailor-made group courses can be run on request outside the summer.

Management profile

The principal and assistant principal are responsible for the overall management and day-to-day running of the school. A director of studies (DoS) is responsible for the academic management.

Accommodation profile

ISCA offers homestay accommodation to all students. Accommodation is on a full-board basis and both single and twin rooms are available. At the time of the inspection, the school had approximately 40 active hosts on their books with 40 students staying in homestays.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision is well established, very effective and clearly operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.

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 good range of well-organised 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. Teachers receive a very good level of 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.

Welfare and student services

The provision meets the section standard. The needs of students for security, safety, and information are met. The homestay accommodation provided is of a high standard and systems are managed effectively. A well-balanced programme of cultural, social, and sporting activities is offered.

Safeguarding under 18s

The provision meets the section standard. A safeguarding policy is in place and relevant training is provided to staff and homestay hosts. Students are suitably supervised during lessons and accommodation for under 18s is well managed.

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

The goals and values of the school are evident throughout the provision and are made known to staff during inductions and are found in handbooks. There are clear objectives set for the current year and realistic plans to achieve them. Plans for the future are under ongoing discussion. The school has a clear management structure, and there is very effective communication both within the school and with the wider organisation. Feedback is

obtained from students and staff through a number of channels and there is evidence that feedback has been acted upon and informs the reviewing processes. A very detailed self-evaluation document is in place and up to date.

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.	Not 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

Human resources policies, including recruitment procedures, are appropriate and made known to staff through handbooks and contracts of employment. Staff commented that they felt valued and supported by management. The duties of all staff are specified and reviewed regularly. The induction procedures are very thorough, and staff commented that they felt well-prepared for their roles. Staff are monitored and there are known procedures for handling unsatisfactory performance. Although all teachers have a formal appraisal at the end of their contracts, other staff and managers do not. Managers regularly attend external training events and all staff are offered professional development in order to meet individual and organisational needs.

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

Student administration is very well managed, and a high level of customer care is enjoyed by the students and their parents or guardians. From the enquiry through to the booking stages, parents or guardians receive individual advice and information. Enrolment, cancellation and refund procedures are carried out efficiently, and with sensitivity. Records are accurate and complete. There are appropriate policies, in consideration of the age of the students, relating to attendance and punctuality. The conditions under which a student may be asked to leave the course are clear. The complaints procedure is appropriate and made known to students, parents or guardians, and staff. Students know what to do and who to see with any concerns.

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 media of publicity are the website and a downloadable brochure. The school also uses various social media channels.

Publicity is accurate and gives rise to realistic expectations. Information is presented in clear, accurate and accessible English and information on courses is well presented and easy to find. Costs of tuition, materials, the leisure programme and accommodation are inclusive, and additional examination and transfer costs are clearly stated. The description of the level of care given to students is very clear. Various items were missing from the description of accommodation, but these were added during the inspection. Claims to accreditation meet Scheme 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 premises are in a very good state of repair, decoration, and cleanliness, with clear signage and attractive and informative display boards. The gardens are well kept with tables and chairs for use in fine weather. Classrooms are bright and airy, furnished and equipped appropriately. Students have areas, both inside and outside, that they can relax and socialise in. Students have a packed lunch each day prepared by their homestay hosts. Staff have sufficient space for work, meetings, relaxation, and the storage of personal possessions.

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.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

Comments

Learning resources include well-chosen student coursebooks, supplemented with a variety of appropriate additional materials. Students receive a book bag and notebook. Teachers have an extensive range of well-organised books

and easily accessed resources, including a very useful online resources drive. Every classroom has a smart television to which a laptop is connected. Staff receive effective guidance in how to use this and other available technology to support learning. A review of resources takes place at the end of the summer, and development and change is informed by feedback from students and staff.

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 teachers, who have all have worked for the school before, are appropriately qualified and experienced. The newly appointed DoS has an appropriate professional profile, with considerable experience in the academic management of young learner courses.

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; timetabling procedures and cover arrangements are effective. Experienced teachers share a class with less experienced teachers. There are established and effective procedures in place to deal with continuous enrolment. Day-to-day support is provided by the DoS and there is a clear and effective programme of monitoring and development which includes pop-in and formal observations. Teachers reported that they valued the support given, the observations and the feedback.

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.	Not met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Met

Comments

The course design is based on clearly stated principles and is structured around a coursebook, project work and excursion preparation. The teachers' handbook offers very helpful guidance. The structure is regularly reviewed in response to student and teacher feedback. Weekly schemes of work are drawn up by teachers and shared with students at the beginning of the week. Teachers are given guidance in the handbook about encouraging independent learning, but study and learning strategies are not systematically included in the courses. Courses include strategies which help students develop their language skills outside the classroom in excursion preparation and feedback, and in homework tasks.

Learner management

Met

T17 There are effective procedures for the correct placement of students, appropriate to their level and age.

Met

T18 There are effective procedures for evaluating, monitoring and recording students' progress.

Met

T19 Students are provided with learning support and enabled to change courses or classes where necessary.

Met

T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.

Met

T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.

Not met

T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.

N/a

Comments

Procedures for the placement of students are effective, and regular testing monitors students' progress. Students' progress and learning needs are discussed with them in a weekly one-to-one tutorial with their main teacher. Certificates and reports are given at the end of the course. The reports, written by the teachers, are very thorough and checked by the DoS. However, the attained levels in speaking and listening are not supported by objective evidence.

Classroom observation record

Number of teachers seen

4

Number of observations

4

Parts of programme(s) observed

General English

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 a sound knowledge and awareness of the use of English, and they provided appropriate models of written and spoken English.

T24 The lesson content was appropriate, and the topics chosen were of interest to the students. Course objectives, age and cultural backgrounds had been taken into account. Although there was an awareness of learning needs, these had not been specified in some plans.

T25 Learning outcomes were put on the board at the beginning of the lesson, and these were achieved through a coherent sequence of activities.

T26 A range of appropriate techniques, especially suited to the age group, was used confidently and very competently.

T27 The classroom environment and resources were managed effectively. Student movement and groupings made good use of the space available.

T28 Correction of errors was appropriate and effective praise was given.

T29 Teachers evaluated learning by careful monitoring and whole class feedback, and short tasks allowed students to evaluate their own learning.

T30 Teachers demonstrated their experience and ability to maintain students' attention throughout the lesson. Students were motivated and engaged in purposeful learning in a fun atmosphere.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from good to satisfactory against the criteria, with the majority being satisfactory. Teachers demonstrated sound knowledge of the language and lesson content was appropriate. Learning outcomes were made clear to students and achieved through a coherent sequence of activities. A range of teaching techniques was used very effectively, the classroom environment and resources were managed well, and feedback was appropriate. The activities enabled teachers and students to evaluate learning. Students were motivated and engaged in purposeful learning in a fun atmosphere.

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	
Thorough procedures and risk assessments are in place to ensure premises are safe for students and staff. There is also a detailed emergency action plan. Students benefit from a high level of pastoral care from all staff, and students in the focus group spoke highly of the support and care they receive. Clear policies to promote tolerance and respect are made known to all students and staff. Practical and well-presented information about relevant aspects of life in the UK are made known to students.	
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 has effective systems in place and provides a high standard of homestay accommodation to students. All hosts make contact with students in advance and the school is quick to respond to any problems that might arise. Homestay hosts are given excellent guidance and support from ISCA staff. In the focus group, students confirmed that they are very happy with the service they receive, including pastoral care and the food provided.

<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 this 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.	N/a
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a

Comments

None.

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

The leisure programme is varied and well organised with new opportunities trialled regularly. Students in the focus group were very happy with the activities and excursions. Health and safety procedures are thorough, and participating staff receive effective guidance and support. Professional coaches are employed for a number of sporting options.

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.	Not 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.	Not 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

ISCA offers courses to under 18s only, between the ages of 14 and 17. At the time of the inspection, the school had made an exception and allowed a 12-year-old student to attend. This exception had been thoroughly risk assessed and appropriate measures were in place for the safeguarding of all.

A detailed safeguarding policy is in place along with useful supporting documents. Systems for ensuring that all on-site staff are made aware of the policy are good, but not all homestay hosts had read the policy. Although safer recruitment procedures are generally effective, references for homestay hosts did not make specific mention of their suitability to work with under 18s. Arrangements for the supervision of students in lessons are clear. Procedures for the supervision of students during activities as well as outside the scheduled programme are effective.

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	1981
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	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	1966
Ownership	Partnership
Other accreditation/inspection	N/a

Premises profile

Details of any additional	N/a
Details of any additional sites not in use at the time of the inspection	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	0	0
Full-time ELT (15+ hours per week) aged 16–17 years	20	42
Full-time ELT (15+ hours per week) aged under 16	21	28
Part-time ELT aged 18 years and over	0	0
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	41	70
Junior programmes: advertised minimum age	14	14
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Spanish, Uruguyan, French, Italian	Spanish, Swiss German, Brazilian, Italian
Adult programmes: advertised minimum age	0	0
Adult programmes: typical age range	0	0
Adult programmes: typical length of stay	0	0
Adult programmes: predominant nationalities	0	0

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	4	7
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 19 hours a week	4	
Number of academic managers for eligible ELT courses	1	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	3	
Total number of support staff	4	

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 hours during the inspection.

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	0
TEFLI qualification	4

Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	4
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	N/a	40
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential	N/a	N/a
Hotel/guesthouse	N/a	N/a
Independent self-catering e.g. flats, bedsits, student houses	N/a	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	N/a	1
Staying in privately rented rooms/flats	N/a	N/a
Overall totals adults/under 18s	N/a	41
Overall total adults + under 18s	41	