

Organisation name	The Language Gallery Nottingham
Inspection date	30–31 March 2022

Section standards	
<b>Management</b> 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
<b>Premises and resources</b> 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
<b>Teaching and learning</b> 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
<b>Welfare and student services</b> 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
<b>Safeguarding under 18s</b> 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.	N/a

### Recommendation

We recommend accreditation with a spot check in the first 18 months.

### Summary statement

The British Council inspected and accredited The Language Gallery Nottingham in March 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](http://www.britishcouncil.org/education/accreditation) for details).

This private language school offers courses in general and academic English to adults (18+).

Strengths were noted in the areas of premises and facilities, academic management, learner management, teaching, care of students and leisure opportunities.

The inspection report stated that the organisation met the standards of the Scheme.

## Introduction

The Language Gallery (TLG) operates three schools in the UK, including Nottingham. TLG forms part of the Global University Systems (GUS) group, an international network of higher education institutions. TLG schools all use GUS shared services in particular, HR, marketing, business development, finance, IT, and legal.

The Nottingham centre opened in October 2020, and was accredited by extension to TLG Birmingham from August 2021. The school has remained open throughout the pandemic, albeit for a short time online. The centre currently runs general and academic English courses for adults from its central Nottingham location on the Nottingham University of Law campus. At the time of the inspection, all of the students enrolled had found their own accommodation.

The inspection took place over two days and was conducted by one inspector, as the co-inspector fell ill on the eve of the inspection. The inspector held in-person meetings with TLG academic director, the GUS head of HR, the GUS marketing manager, the Nottingham-based academic manager, the London-based student services manager (SSM), and the senior facilities co-ordinator of the University of Law building. The inspector also interviewed by telephone the direct bookings co-ordinator of an accommodation agency registered with the British Council. Focus groups were conducted with both students and staff. All three teachers teaching at the time of the inspection were observed.

## Address of main site/head office

1st Floor, 1 Royal Standard Place, Nottingham NG1 6FS

## Description of sites visited

The school occupies part of the first floor of a building on the University of Law (ULaw) campus in a central area of Nottingham. This floor can be reached by lift or stairs and TLG has an office and three dedicated classrooms. There is a large communal area for students with three booths, and a range of differently configured tables and seating. A kitchen area includes a microwave and a fridge as well as hot and cold water. On the second floor, TLG staff have access to shared staffroom near to where a prayer room is located. There are toilets on all 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input checked="" 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

TLG Nottingham provides 15-hour general English and examination courses in the morning with electives in the afternoon. The school also offers pre-sessional and foundational courses, although these were not being run at the time of the inspection.

## Management profile

The academic manager, based in the centre, has local responsibility for both academic and welfare issues. He reports to TLG academic director, and works closely with the London-based SSM concerning administrative and welfare matters. The SSM liaises with the accommodation agency used by TLG to place students in homestay accommodation, when required. The academic manager works closely with the senior facilities co-ordinator of the University of Law building in managing any issues concerning safety, security and the maintenance of the premises.

## Accommodation profile

Homestay accommodation is offered through an agency registered with the British Council. At the time of the inspection, no students were in homestay accommodation. Since the centre opened, three homestay placements have been arranged through the accommodation agency. The SSM has also visited a Nottingham residence in case that type of accommodation is requested by a student. The school has produced an information sheet to help students find their own accommodation.

## Summary of inspection findings

### Management

The provision meets the section standard. The school operates to the benefit of its students and staff and in accordance with its goals and values. Student administration is appropriate and publicity is generally accurate. Most issues with publicity were addressed during the inspection.

### Premises and resources

The provision meets the section standard and exceeds it in some respects. The premises provide students and staff with a very comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of students. *Premises and facilities* is an area of strength.

### Teaching and learning

The provision meets the section standard and exceeds it in some respects. The academic staff team has a professional profile appropriate to the context. Teachers receive very good guidance to ensure that they support students effectively in their learning. Courses are well structured and managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme. *Academic management, Learner management* and *Teaching* are areas of strength.

### Welfare and student services

The provision meets the section standard and exceeds it in some respects. The school meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including out-of-class social activities and suitable accommodation. *Care of students* and *Leisure opportunities* are areas of strength.

### Safeguarding under 18s

No students under the age of 18 are accepted.

### 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.	Strength
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.	Strength
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.	Strength
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

M1 The school's goals and values are made known to and clearly understood by staff through a range of appropriate channels. There was evidence of the organisation's values being reflected in management and staff practices.

M4 Channels of communication work very well both informally and formally. There are regular minuted meetings of management staff and the teaching team.

M5 Feedback is gathered from students in a number of different ways, including focus groups, one-to-ones and initial and end-of-course surveys. Comments are summarised in a monthly feedback report and acted upon whenever possible.

<b>Staff management and development</b>	<b>Met</b>
M8 The provider implements appropriate human resources policies, which are made known to staff.	Strength
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.	Not met
M11 There are effective induction procedures for all staff.	Strength
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**

M8 Staff benefit from a wide number of services from the GUS HR department. Extensive policies and procedures are located in the GUS employee handbook and the TLG staff handbook.

M10 There are largely effective recruitment procedures in place, but there were not two references on file for a number of Nottingham staff.

M11 Inductions are managed very effectively and include complementary procedures linked to GUS and TLG checklists.

<b>Student administration</b>	<b>Met</b>
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Strength
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.	Strength
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**

M14 Student feedback in focus groups and in surveys clearly indicates that staff are helpful and courteous and provide excellent levels of customer service.

M19 The school has clear attendance and lateness policies made known to students and there was evidence of its effective implementation.

M21 Complaints are managed satisfactorily, but two differing procedures, including the time within which students should contact the organisation, are found on the website and in the student handbook.

<b>Publicity</b>	<b>Met</b>
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M22 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Not met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Strength
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Not 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.	N/a
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

#### Comments

Publicity consists of a website, a brochure, a price list, and social media sites.

M22 Publicity is generally accurate, but photos on the website of accommodation and a library shot were potentially misleading. These images have been removed and are no longer a point to be addressed. However, the free Wi-Fi mentioned in the publicity is not available to students with certain common types of devices.

M24 The website, the brochure, and the price list contain very clear and easy-to-find information about all aspects of courses covered in this criterion.

M25 Most costs were clearly displayed but exam fees were missing from the price list. This document was amended during the inspection and this is no longer a point to be addressed.

#### Premises and resources

Premises and facilities	Area of strength
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.	Strength
P2 Classrooms and other learning areas provide a suitable study environment.	Strength
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.	Strength
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.	Strength

#### Comments

P1 Premises are very clean with ample space for staff and students outside class time in the student lounge and other social spaces. The school's first floor facilities can be accessed by stairs or lift.

P2 All classrooms are spacious and bright, with good natural light and flexible furniture.

P5 The TLG areas are clearly indicated and there are visually attractive noticeboards in social areas and classrooms displaying relevant and up-to-date information.

P6 Teachers have computers and desks in their classrooms, and can also use communal areas for preparation.

There is a large bank of lockers for staff use and teachers share a quiet second-floor staffroom with university staff.

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.	Strength
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.	Not met

### Comments

P9 Classroom technology, including computers, large screens and whiteboards, is very well maintained and teachers receive very good training in how to use it.  
P12 Coursebooks are systematically reviewed on a four-yearly cycle. Other aspects of learning resources are not reviewed sufficiently frequently.

## Teaching and learning

<b>Academic staff profile</b>	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.	Strength

### Comments

T4 Both the TLG academic director and the academic manager have very appropriate experience and are suitably qualified for their roles.

<b>Academic management</b>	Area of strength
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.	Strength
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Strength
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Strength

### Comments

T8 Continuous enrolment is well covered through the use of weekly themes and coursebook units, around which courses are based, and weekly assessments on Fridays. Teachers also receive good guidance in the teacher handbook.  
T9 Teachers stated that they were very well supported by the academic manager. Peer observations occur regularly and are highly valued by the teachers.  
T10 Observation types are varied and take place very regularly; they include opportunities for teacher self-reflection and constructive comments from the academic manager.

<b>Course design and implementation</b>	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Strength
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.	N/a
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.	Strength

#### Comments

T11 Course structure, including methodology, is well designed and explained clearly to staff and students in handbooks.  
T16 Students are helped to develop their language skills outside the classroom in a number of ways, including SMART activities through which students engage in events linked to the weekly lesson theme.

Learner management	Area of strength
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.	Strength
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.	Strength
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.	Strength

#### Comments

T18 There are excellent procedures for monitoring and recording student progress through weekly assessments and regular tutorials.  
T20 Very good examination advice is given to students by staff with relevant experience. Students must demonstrate that they have the appropriate level before they are accepted on to examination and pre-sessional courses.  
T22 With a large number of links to higher education providers, GUS and TLG are very well placed to offer individual advice and support to any student who wants to progress to UK higher education.

#### Classroom observation record

Number of teachers seen	3
Number of observations	3
Parts of programme(s) observed	Two general English classes in the morning and an academic English elective in the afternoon.

#### Comments

None.

Teaching: classroom observation	Area of strength
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.	Strength
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Strength
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Strength
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.	Strength

### Comments

T23 Teachers generally demonstrated a good knowledge of the English language and used stress marks effectively to aid the pronunciation of individual words.

T24 The content of lessons was largely based on the learning needs of students and their cultural backgrounds.

T25 All lessons had clear learning outcomes that were effectively shared with learners and legibly written on whiteboards.

T26 Teachers systematically used a very good range of techniques, including instruction checking questions, nomination, and elicitation. Students worked effectively in pairs and small groups.

T27 Educational resources, including screens and whiteboards, were used very effectively by all teachers.

T28 Teachers were very encouraging and corrected some but not all of the spoken English errors made by students.

T29 Lessons included short tasks to check that learning had taken place.

T30 There was an excellent learning atmosphere in all lessons observed. Teachers paced lessons appropriately and used the names of their students, who were fully engaged in all lesson segments observed.

### Classroom observation summary

The teaching observed ranged from very good to satisfactory against the criteria with most being well met. Lessons were well planned and learning outcomes were clearly expressed and communicated to learners. Teachers used a good range of techniques and educational technology was employed very effectively. Learning was checked and students were studying purposefully in all lessons observed. The teaching observed met the requirements of the Scheme.

## Welfare and student services

Care of students	Area of strength
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Strength
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.	Strength
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.	Strength
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.	Strength
W8 Students have access to adequate health care provision.	Met

### Comments

W1 The safety and security needs of students are well met. Detailed premises risk assessments are in place, the entrance to the building is via scan barriers and all students must wear lanyards. GUS security and TLG staff have first aid training and there is a first aid room on the ground floor of the Law building.

W2 There is a comprehensive emergency plan in place to cover a number of different eventualities, which is updated twice a year.

W4 Tolerance and respect are embedded in the company values. The student code of conduct, found in the student handbook and discussed during inductions, is signed by all learners.

W7 Relevant student advice is given in multiple formats and locations; it is found on the website, where there are separate sections for life in the UK and specifically in Nottingham, including cost of living estimates. This information is supplemented by relevant sections of the student handbook.

<b>Accommodation</b> (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.	Strength
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

W12 Written confirmation of accommodation includes a photo of the accommodation, a pen portrait of the hosts and detailed travel arrangements to Nottingham and to and from the school.

#### *Accommodation: homestay only*

W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met

#### Comments

All criteria in this sub-section are fully met.

#### *Accommodation: other*

W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	Met

#### Comments

Both criteria in this sub-section 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.	Strength
W25 Any leisure programmes are well organised and sufficiently resourced.	Strength
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Strength
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met

#### Comments

W24 A wide variety of activities are available including SMART activities linked to weekly learning themes, free local trips and longer excursions at the weekend.

W25 The leisure programme is well organised and normally staffed by the academic manager. Students are asked for their suggestions and these are acted upon whenever possible.

W26 There are regularly updated and detailed risk assessments in place for all activities.

#### **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	March 2022
Last full inspection	N/a
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 by extension
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	The Language Gallery London, The Language Gallery Birmingham
Other related non-accredited schools/centres/affiliates	N/a

#### Private sector

Date of foundation	Nottingham October 2022
Ownership	Name of company: The Language Gallery Ltd Company number: 09319419
Other accreditation/inspection	N/a

#### Premises profile

Details of any additional sites in use at the time of the inspection but not visited	N/a
Details of any additional sites not in use at the time of the inspection and not visited	N/a

#### Student profile

	At inspection	In peak week: July (organisation's estimate)
<b>ELT/ESOL students (eligible courses)</b>	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	29	50
Full-time ELT (15+ hours per week) aged 16–17 years	0	0
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	1	0
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
<b>Overall total ELT/ESOL students shown above</b>	<b>30</b>	<b>50</b>
Junior programmes: advertised minimum age	N/a	N/a
Junior programmes: advertised maximum age	N/a	N/a

Junior programmes: predominant nationalities	N/a	N/a
Adult programmes: advertised minimum age	18	18
Adult programmes: typical age range	18–60	18–60
Adult programmes: typical length of stay	12 weeks	12 weeks
Adult programmes: predominant nationalities	Saudi Arabian	Saudi Arabian

<b>Staff profile</b>	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	3	4
Number teaching ELT 20 hours and over a week	3	
Number teaching ELT 19 hours and under a week	0	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	1	
Total number of support staff	0	

#### **Academic manager qualifications profile**

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	2
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	2
Comments	
None.	

#### **Teacher qualifications profile**

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	1
TEFLI qualification	2
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualifications	0
Total	3
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	0	N/a
Private home	0	N/a
Home tuition	0	N/a
Residential	0	N/a
Hotel/guesthouse	0	N/a
Independent self-catering e.g. flats, bedsits, student houses	0	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	N/a
Staying in privately rented rooms/flats	30	N/a

Overall totals adults/under 18s	0	N/a
Overall total adults + under 18s	30	