

Organisation name	Language Tree, Truro
Inspection dates	20–21, 27 October and 6 November 2020

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 accreditation for an initial period of one year with a supplementary inspection in the first year to determine whether accreditation should be extended beyond this period. This inspection should take place when the summer courses are running and should include inspection of all premises used and the residential and homestay accommodation. Inspectors should also check that recently revised policies and procedures have been effectively implemented.

Summary statement

The British Council inspected and accredited Language Tree, Truro in November 2020. 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 private language school offers courses in general English for adults (18+) and young people (16+), for closed groups of young people (16+) and under 18s, and vacation courses for adults (18+) and under 18s.

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

Introduction

Language Tree is a language school based in Truro, Cornwall. The school was founded in 2017 and offers general English and IELTS preparation courses to students (16+) and young learners, closed group programmes and open enrolment summer courses. Year-round English language lessons take place during weekday mornings and afternoons; other languages are taught in the evenings.

Courses run year round in the school's own premises. In the summer of 2021, the school intends to run its junior summer programmes from the premises of a local independent school that provides residential accommodation.

The inspection took the equivalent of one and a half days spread over three weeks. Due to the global pandemic, the inspection was conducted remotely. The two inspectors interviewed the principal and the designated safeguarding lead. Interviews were also held with all of the teachers and with two groups of students. The inspection included a virtual tour of the main school premises. Students and staff were also asked to comment on the condition of the premises. All three teachers timetabled during the inspection were observed by both inspectors.

In each case where criteria or areas could not be fully evaluated due to current circumstances, they are marked 'Partially assessed'. All unassessed aspects of the operation will require further evaluation at the next inspection.

Address of main site/head office

13 Kenwyn Street, Truro TR1 3DJ

Description of sites observed

The main school consists of converted shop premises near the town centre in an area with local shops and places to eat. The building contains one classroom with seating and tables for a maximum of 10 students and a social area with a reception space, drinks making facilities, a microwave oven, table and chairs, two bookcases with games and language course resources, and a toilet.

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 checked="" type="checkbox"/>	<input checked="" 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 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

At the time of the inspection, the school was running general English and exam preparation classes in the main school premises to learners (16+) working locally. At other times of the year the school has run two-week vocational courses (16+) and intends to offer junior summer programmes (13 to 17 year-olds) with homestay and residential accommodation. Student activities would normally form an integrated part of the school offering.

Management profile

The principal of the school combines the roles of general and academic manager and also has responsibility for student welfare, accommodation and the social programme. He is assisted by a safeguarding lead and for most of the year he also teaches the examination preparation classes part-time.

Accommodation profile

The school offers homestay accommodation and has one homestay provider currently on its database. Most students attending the school are already living locally and have made their own accommodation arrangements. In the summer the school offers residential accommodation on the premises of an independent boarding school in Truro.

Summary of inspection findings

Management

The provision meets the section standard. The school is effectively managed in line with its goals and values and in accordance with the needs of its students and staff. The school has a three-year strategic plan. All staff are courteous and very helpful to students; staff management and student administration systems are generally appropriate. The publicity is accurate, as all of the issues identified have been fully addressed. Recently revised policies and procedures will need to be checked at a future visit to ensure they have been fully implemented.

Premises and resources

The provision meets the section standard. The small premises provide students and staff with a comfortable professional environment for work, learning and relaxation. The range of learning resources available is appropriate to the age and needs of the students. Free hot and cold drinks are available to students and staff.

Teaching and learning

The provision meets the section standard. The academic manager and the teachers are appropriately qualified and have relevant experience. Teachers receive suitable guidance from the academic manager. Courses are structured to ensure that student learning is supported. The teaching observed met the requirements of the Scheme. Procedures for assessing student progress need to be improved.

Welfare and student services

The provision meets the section standard. Students study in a safe and secure environment and are very well looked after by staff. A varied and interesting leisure programme is offered, and students are given information and opportunities to help them get the most out of their time in Cornwall and the UK. It was not possible to inspect accommodation at this time, but records were complete and feedback from previous students was very positive. Accommodation and the management of the leisure programme will be inspected during the supplementary visit.

Safeguarding under 18s

The provision meets the section standard. The school's safeguarding policy is very clear and is made known to staff, students and homestay hosts. Safeguarding training is undertaken by all staff and hosts. Attendance of under 18s is carefully monitored and any absence is followed up swiftly.

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.	Strength
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.	Not 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

M2 The organisation has a detailed three-year plan with specific objectives and review dates. The school is working hard to adapt its offer and planning to meet the evolving market conditions.

M3 Plans are in place to extend the structure of the operation when the provision expands, however, there are no clear deputising plans in place as yet for the off-peak season.

M5 Although students complete end-of-course surveys, no formal initial feedback is obtained. An early feedback form was designed during the inspection, but this change has yet to be implemented with any new students.

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.	Not met
M11 There are effective induction procedures for all staff.	Not met
M12 There are effective procedures for monitoring and appraising all staff, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Met
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Not met

Comments

M10 At the beginning of the inspection, references were not on file for all staff. However, references were subsequently obtained, and this is no longer a point to be addressed. Staff records will need to be checked at the time of the next inspection.

M11 Although staff had received informal inductions, there were no written records or checklists of inductions having taken place at the beginning of the inspection. An induction checklist has now been devised, but this procedure has yet to be implemented with newly recruited staff.

M13 The principal has received very useful staff development and there are plans to improve the in-house professional development for teachers. At the time of the inspection these initiatives had yet to be implemented.

Student administration	Met
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.	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

M14 All staff provide very helpful and courteous service to students, who gave several examples of how they had been assisted by the school.

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.	Not met
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.	Met
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	N/a

Comments

Publicity includes a website, brochures and social media sites.

M24 At the time of the inspection the publicity was generally clear and accurate, but did not include the dates of the school's terms and breaks. This information has now been added and is no longer a point to be addressed.

M25 The school has amended its publicity to include the approximate cost of exam fees and leisure activities not included in course fees. This is no longer a point to be addressed.

M28 At the beginning of the inspection the staff were inaccurately described as 'highly qualified'. This description was amended and is no longer a point to be addressed.

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	
All criteria in this section are fully met.	

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.	Not met
Comments	
P12 Although feedback is gathered from staff and students, the school has not sufficiently formalised its procedures for reviewing and updating learning resources.	

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	
T4 The principal/academic manager is appropriately qualified and has experience of managing and working in a number of different and relevant contexts.	
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	
T5 The teachers working at the time of the inspection had been effectively matched to the learning needs of students.	
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.	Not met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	Met
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Met
Comments	
T13 Although the coursebook outline indicates the general structure of courses, insufficient attention is paid to providing students with intended learning outcomes on a daily or weekly basis. T15 Learning strategies form an integral part of examination preparation courses, but are not included systematically in all classes nor in the information made available to students.	
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.	Not met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	Met
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Met
Comments	
T18 Although learning performance is assessed informally, there are insufficient formal mechanisms used to assess student progress.	

Classroom observation record

Number of teachers seen	3
Number of observations	6
Parts of programme(s) observed	General and examination preparation English classes.

Comments

Due to class absences, two of the three classes observed were one-to-one lessons.

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.	Strength
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Not 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.	Strength

Comments

T23 All teachers produced accurate models of spoken English and explained appropriately grammatical structures and lexis to students.

T24 In all lessons, the course objectives and learning needs of students had been included in detailed class profiles and taken into consideration in the choice of the content of lessons.

T25 Although all lessons had aims, these were not expressed as learning outcomes.

T26 A range of appropriate techniques was observed in lessons, such as concept checking and elicitation.

T27 Teachers generally gave clear instructions and used the projector and the whiteboard effectively.

T28 Students received immediate feedback on their performance at times during lessons. However, opportunities for giving feedback were also missed on occasions.

T29 Teachers checked student learning informally during the lessons observed and in some cases, referred to previous learning.

T30 In all lessons, there was a very positive learning atmosphere and students were fully engaged in tasks.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from good to unsatisfactory against the criteria, with most being satisfactorily met. Lessons were well planned, although aims were not expressed as learning outcomes. Appropriate techniques were employed by teachers, who used learning resources suitably. Not all opportunities for giving feedback to students were exploited. Students were fully engaged and learning purposefully in all lessons observed.

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.	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.	Not 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.	Strength
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.	Strength

Comments

W1 Safety and security provision is of a very high standard and is undoubtedly something the school takes very seriously. An exemplary Covid-19 risk assessment is in place and all precautionary measures were being adhered to. Staff and students are well informed about procedures.

W2 No major incident plan was in place at the time of the inspection. A comprehensive procedure was created during the inspection, with guidance for students added to the student handbook and this is no longer a point to be addressed.

W3 Pastoral care and support for students is central to the ethos of the school, with all staff involved in the welfare and well-being of the students. Students in the focus groups spoke very highly of the pastoral care they received and were very clear about who they would go to with any problems.

W4 The ethos of the school is one of tolerance and respect for all. Explicit information in the student handbook ensures that students and staff are made aware of expectations in this area. In addition, the risk assessment gives staff very good information on how to deal with difficult situations in the classroom.

W7 Coherent and relevant information about aspects of life in the UK is available in the student handbook and displayed around the classroom.

W8 The school prioritises dissemination of information about health matters for international and ESOL students, and ensures that students are fully aware of what they can access in terms of medical care. Detailed information is presented in the student handbook and reinforced at induction.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Partially assessed
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.	Not 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

W9 Although no homestays were visited, the terms and conditions between the school and the hosts meet the requirements of this criterion.

W11 Although detailed inspections are conducted of accommodation before their use, including checks made to ensure that some fire prevention procedures are in place, no formal fire risk assessments are conducted. A fire risk assessment procedure was created during the inspection and completed by a host. This will now form part of the checklist when recruiting new homestay providers.

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

The relevant criterion in this section is 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 Strength
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W24 The content of any leisure programme is appropriate to the age and interests of the students.	Partially assessed
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W25 Any leisure programmes are well organised and sufficiently resourced.	Met
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W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
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W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met
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Comments

W23 Information about events and activities happening in the local area is displayed in the classroom and in the student handbook. Staff are available to give helpful suggestions and assistance with booking tickets and planning trips to places of interest in the local area.

W24 A leisure programme introducing students to the local area and all that it offers is part of the ethos of the school. It is clear that when circumstances permit, a full and interesting leisure programme is offered to students. This criterion will be fully assessed during the supplementary visit.

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 Not met
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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.	Met
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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.	Met
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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.	Not met
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S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
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S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Met
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S7 There are suitable arrangements for the accommodation of students.	Met
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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.	Met
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Comments

The school enrolls students aged 16 and 17 on its adult courses. At the time of the inspection, one student was aged 17. Summer courses are offered to students aged 13 to 17; a family option is offered where students of 9+ and adult family members study on separate academic programmes.

S1 Although a very clear safeguarding policy is in place, it did not contain guidance on handling delayed suitability checks. This was added to the policy during the inspection and is no longer a point to be addressed.

S4 Although good safeguarding recruitment procedures are in place, not all staff and host files sampled contained the requisite two references asking about suitability to work with or host under 18s. References were obtained during the inspection and this is no longer a point to be addressed currently, but will need to be checked for all staff and hosts at the time of the next visit.

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	October 2020
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	Not accredited
Other related non-accredited activities (in brief) at this centre	Language courses: French and Spanish currently
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	August 2017
Ownership	Name of company: Language Tree Limited Company number: 07803317
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	Truro High School

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	20
Full-time ELT (15+ hours per week) aged 16–17 years	0	15
Full-time ELT (15+ hours per week) aged under 16	0	20
Part-time ELT aged 18 years and over	7	5
Part-time ELT aged 16–17 years	1	0

Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	8	60
Junior programmes: advertised minimum age	13 (9 on family programme)	13
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	French, Polish, Spanish	Italian, German, Spanish
Adult programmes: advertised minimum age	16+	16+
Adult programmes: typical age range	18–40	18–40
Adult programmes: typical length of stay	6 months	2 weeks
Adult programmes: predominant nationalities	French, Polish, Spanish	Italian, German, Spanish

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	3	8
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 19 hours a week	2	
Number of academic managers for eligible ELT courses	1	1
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	1
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	1
Comments	
The academic manager was teaching for four hours per week at the time of the inspection.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	0
TEFLI qualification	2
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	2
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	0
Private home	0	0
Home tuition	0	0
Residential	0	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	2	0
Staying in privately rented rooms/flats	5	1
Overall totals adults/under 18s		
	7	1
Overall total adults + under 18s	8	