

Organisation name	Live Language Glasgow
Inspection date	7–8 November 2023

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.

Summary statement

The British Council inspected and accredited Live Language Glasgow in November 2023. 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

Live Language Glasgow was started in 2002 by its current owner and was first inspected in 2006. The school has moved premises several times since its inception and is currently located in a Victorian townhouse in the west end of Glasgow, about 15 minutes' walk from the centre of the city and well served by public transport.

The school offers general English and IELTS classes and a range of foreign language courses as well. It is an examination centre for externally validated English language qualifications and for the international English language test for the healthcare sector.

Two inspectors carried out this compliance-only inspection, which took place over one full and one half day and included meetings with the school manager, the marketing manager and administration & IT support. Focus group meetings were held with teachers and students. All teachers timetabled during the inspection were observed. One inspector remotely visited two homestays.

Address of main site/head office

10 Somerset Place, Glasgow G3 7JT

Description of sites visited/observed

Live Language Glasgow occupies a Victorian town house in the west end of Glasgow. The building provides an entrance hall, a reception area and an office, five teaching rooms, a teachers' room, separate staff and student kitchens and bathroom facilities. At the back of the building, there is a staff car park and a walled space which is designated as a smoking area.

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

General English, 15 or 25 hours per week, is the main course offered. It consists of general language development in morning classes and skills classes in the afternoon, currently running at four levels. An IELTS preparation class was also running at the time of the inspection. The minimum age is 16.

Management profile

The owner now takes less of a role in the day-to-day management of the school, so the school manager runs operations with assistance from the marketing manager and administration & IT support.

Accommodation profile

Year-round the school offers accommodation in homestays on a half board basis and currently has a database of around five active homestay hosts. In the summer, self-catering accommodation is also offered to students aged over 18 in a student residence located close to the school. All homestay accommodation is within 30–60 minutes travelling time of the school on public transport. At the time of the inspection two adult students were in two different homestays.

Summary of inspection findings

Management

The provision meets the section standard. In general, the management of the provision operates to the benefit of students, and in accordance with publicity. Student administration is, for the most part, effective, as is staff management, and strategic and quality management.

Premises and resources

The provision meets the section standard. The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of teaching and learning resources is available, guidance on the use of these materials is provided to students and staff.

Teaching and learning

The provision meets the section standard. The academic team has a professional profile which is appropriate to the context. Teachers receive guidance to ensure they support students effectively. Courses are structured and managed to provide benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. Students are well cared for by competent staff in a safe and secure environment. They are provided with sufficient information and advice to enable them to live comfortably and make the most of their time in Glasgow. Accommodation is well managed and of a high standard. The leisure programme is suitable, and students are given information about what is happening locally.

Safeguarding under 18s

The provision meets the section standard. There is a comprehensive safeguarding policy and staff receive appropriate training. Parental consent forms are in place, as are procedures to ensure contact between the school and parents/guardians. There are good arrangements for keeping students safe in the school and during the leisure activities.

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.	Not 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

A statement describing the organisation's goal and values and objectives for the future is in place. The staffing structure is clear. Meetings are not formally set, recorded or followed up. Feedback is sought from students and staff, although action taken based on student feedback is not recorded. Systems, processes and practices are reviewed regularly.

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.	Not 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.	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.	Met

Comments

Human resources policies are adequate, although no procedure is in place to review job descriptions. Recruitment procedures are, for the most part, appropriate. However, a sufficient number of references were not on file for all staff; the references were produced immediately after the inspection, so this is no longer a point to be addressed. Induction, monitoring and staff development policies and procedures are all effective.

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.	Not 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.	Not 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 feedback shows that staff are helpful and courteous. Information is available to students on course choices, cancellation policies and how to make a complaint. Student course detail records are kept up to date; however, local contact details and emergency contact details were not kept up to date for all students. There is no clear policy on student attendance and no procedures are in place to follow up poor attendance. Conditions under which students would be asked to leave a course are clear to all staff and students.

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.	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.	Not 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

Publicity consists of the website.

The publicity gives rise to realistic expectations about the school and all information is in clear and accessible English. The majority of course information is present, although outline descriptions and objectives are not. All costs are displayed and the description of accommodation offered is accurate. Information about the level of care and support given to under 18s lacked details of supervision outside class times, although this was changed during the inspection and is no longer a point to be addressed. Descriptions of staff qualifications and claims to accreditation are accurate.

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 building is in a good state of repair and classrooms are adequate. Free drinking water is available and students may use the classrooms for relaxation outside class times. There is sufficient signage throughout the building and staff have space for preparation, meetings, relaxation and the storage of personal belongings.

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.	Met
P11 Students receive guidance on the use of any resources provided for independent learning.	Met
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

Comments

All criteria in this area are fully met. There are sufficient teaching and learning resources for the number of students enrolled. Each classroom has well-maintained educational technology and teachers are trained in its use. Some facilities for independent learning are provided in the form of a modest library and student induction includes guidance on this. There is a policy in place for the review and development of 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

The academic staff profile is appropriate and the academic manager is TEFLQ with relevant experience. The teaching team is appropriately qualified and experienced.

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

Academic management is well organised. Teachers are matched to appropriate courses and timetabling is effective. Measures are in place for continuous enrolment. Teachers are well supported by the academic manager and observation of teachers is regular and feedback is constructive.

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.	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.	Met

Comments

Course design is based on clear learning objectives, linked to the Common European Framework of Reference, and schemes of work are created on a weekly basis to meet the needs of the student profile present at that time. Courses are continuously reviewed and outlines and learning outcomes are shared with students. Courses includes strategies to encourage independent learning and for students to benefit from their stay in the UK.

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

Comments

Procedures for the placement, evaluation and monitoring of students are all appropriate. Tutorials take place on a regular basis. Students are able to change course or level, if appropriate. Reports are given at the end of a course or on request. Students are given information on examinations and mainstream UK education when requested.

Classroom observation record

Number of teachers seen	4
Number of observations	5
Parts of programme(s) observed	General English, IELTS preparation & English for life skills

Comments

All teachers scheduled to teach were observed.

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 produced accurate models, including phonetic script and stress marked clearly, gave clear explanations and relevant examples. They demonstrated good awareness of L1 interference.

T24 Student profiles were detailed and identified learning needs and styles. Appropriate topics and materials were selected. Cultural backgrounds were also considered in lesson planning and differentiation was planned.

T25 Learning outcomes were expressed well and shared with students. Lessons consisted of a coherent sequence of activities around a language or skills focus.

T26 A range of teaching techniques was witnessed, including elicitation, questions, prompting and concept checking.

T27 Teacher gave clear instructions and managed their classrooms well. Board work was well organised and clear.

T28 Students were monitored throughout the lessons, without it becoming intrusive. Teachers demonstrated a range of error correction techniques including, on the spot, peer and delayed correction. Teachers were alert to pronunciation issues and corrected them.

T29 Learning outcomes were checked and rechecked in lessons. Reflection activities and activities to evaluate learning were built into lessons.

T30 There was a good balance of student and teacher talking time. Weak students were paired with strong students and teachers made use of personalisation. Students were very engaged throughout the lessons.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from excellent to good against the criteria, with the majority being excellent. Teachers demonstrated language awareness and provided accurate models. Lessons were carefully planned with student needs in mind. Teaching techniques were appropriate and classrooms were managed well. Lessons included activities to evaluate learning. A positive atmosphere conducive to learning was evident in the lessons.

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

Detailed and regular risk assessments and checks take place to ensure premises are safe for students and staff. An emergency action plan covering the school and off-site leisure activities is comprehensive and shared with all relevant stakeholders. Students benefit from a high level of pastoral care from all staff, and students in the focus group spoke highly of the care and support they received. Tolerance and respect for all is part of the ethos of the school, information about aspects of life in the UK, including accessing health care and transport links, is given to students on the website and in the student app.

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

All the facilities and services expected of homestays are provided and the students in homestay accommodation at the time of the inspection expressed a high degree of satisfaction with their hosts and their accommodation. The accommodation visited remotely appeared to be of an exceptionally high standard. Thorough checks on homestays have been carried out for safety and suitability and all records are detailed and clear. Students are given information about what to expect from their homestay, including travel and arrival information and descriptions of their homestay host. Rules, terms and conditions are made very clear to homestay providers. Both homestay providers spoken to had worked with Live Language for many years and spoke highly of their close working relationship with the school.

<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.

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	
All criteria in this subsection 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.	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	
Students are given regular updates of what is happening locally and help to book events and activities as requested. An interesting and varied selection of activities is offered, entirely appropriate for the type of students in the school, accompanied by clear risk assessments.	

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.	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	

The school enrolls students aged 16 plus. At the time of this inspection there were three under 18s enrolled, which is typical of numbers throughout the year. They were staying with their immediate family members.

The school has a thorough safeguarding policy created with expert advice. Staff receive guidance and training, and parental consent forms contain all the necessary permissions. Although safer recruitment procedures are followed there were not two relevant references on file for all staff. The references were produced immediately after the inspection, so this is no longer a point to be addressed. Arrangements for the supervision of students in lessons and in case of absence are clear, and there are suitable arrangements to ensure contact between the school and the parents or guardians.

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	2006
Last full inspection	2018
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	Foreign language courses, initial teacher training courses
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	2002
Ownership	Name of company: Live Language Ltd Company number: SC271054
Other accreditation/inspection	N/a
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: November
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	39	39
Full-time ELT (15+ hours per week) aged 16–17 years	3	3
Full-time ELT (15+ hours per week) aged under 16	N/a	N/a
Part-time ELT aged 18 years and over	2	2
Part-time ELT aged 16–17 years	N/a	N/a
Part-time ELT aged under 16 years	N/a	N/a
Overall total ELT/ESOL students shown above	44	44
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	16	16
Adult programmes: typical age range	16–40	16–40
Adult programmes: typical length of stay	24	24
Adult programmes: predominant nationalities	Saudi Arabian, Kuwaiti, Spanish	Saudi Arabian, Kuwaiti, Spanish

Staff profile	At inspection	In peak week
Total number of teachers on eligible ELT courses	4	4
Number teaching ELT 20 hours and over a week	3	
Number teaching ELT under 20 hours a week	1	
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	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 scheduled to teach six hours during the week of the inspection.

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	2
TEFLI qualification	2
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	2	0
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	1	3
Staying in privately rented rooms/flats	38	0

Overall totals adults/under 18s	41	3
Overall total adults + under 18s	44	