

Organisation name	Language Studies International Cambridge
Inspection date	13–14 September 2022

Section standards	
Management The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
Premises and resources The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
Teaching and learning The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
Welfare and student services The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
Safeguarding under 18s There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Not met

Recommendation
We recommend that accreditation be placed under review because the section standard for safeguarding under 18s was not met and there were weaknesses in management and leisure opportunities. The period of review to be ended by submission of an action plan within three months and a spot check within six months, at a time when under 18s are enrolled.

Summary statement
The summary statement has been withdrawn and should not be used.

Introduction

Language Studies International (LSI) Cambridge is one of a network of English language schools in Britain, Malta, Canada, the USA, Australia and New Zealand. In the UK there are schools in Brighton and London as well as Cambridge.

The inspection lasted one and a half days. The two inspectors spoke to the principal, the senior teacher, the administration and finance manager and the accommodation officer.

Focus group meetings were held with students, teachers and group leaders. All teachers timetabled during the inspection were observed. One inspector visited two homestays and a residence.

Address of main site/head office

41 Tenison Road, Cambridge CB1 2DG

Description of sites visited/observed

The school is located in a converted Victorian town house in a largely residential area of Cambridge, close to shops, cafés and restaurants. There is easy access to the railway station and to the city centre. The ground floor contains a reception area, an office and two classrooms. At the back of the building is a small coffee room with drinks facilities, a room normally used as a student social area, occasionally used as a classroom, and behind this is the students' room conservatory. There is a basement with one classroom and the teachers' room. The first floor has three classrooms (plus one for small groups), and there are another three classrooms on the second floor (one of which is also used as a self-study centre). On the top floor of the building is the computer room in a converted loft. Behind the school there is a paved garden, a decking area with a number of benches and chairs, a table tennis table and a bicycle storage area. At the bottom of the garden is another classroom and an office.

In the summer, the junior courses are run at the Abbey College Campus, a purpose-built, modern campus situated about a 25 minute walk from the city centre. The student residence, lecture blocks and a large canteen are all in close proximity.

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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

The school offers general and intensive courses in English to adults (16+). LSI Cambridge also offers examination preparation courses and, if there is sufficient demand, an afternoon business course and combination courses. Some students take group courses combined with one-to-one lessons. The school offers closed group courses to young learners (12 to 17 year-olds) throughout the year and open enrolment classes to young learners of the same age range in January and February and in the summer.

Management profile

At the time of the inspection there was a principal, a senior teacher and two administrators with responsibility for various non-academic functions.

Accommodation profile

The school currently has approximately 20 active homestays which are managed by the accommodation officer. During busy periods a local agency provides additional homestays. The school also manages its own student house for students aged 18+ which offers a variety of rooms for single or double occupancy on a self-catering basis. Several bathroom options are available including fully ensuite, shower only or shared facilities. A shared kitchen and student lounge is also available for those rooms without mini-kitchen facilities.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision generally operates to the benefit of the students and staff although there are some weaknesses in the use made of feedback and in HR procedures and publicity. The structure of the organisation is well established, communication is good and administrative processes are carried out efficiently and effectively, but local and emergency contact information is incomplete.

Premises and resources

The provision meets the section standard. The school buildings are in good condition. Classrooms are rather limited in size but there is ample space for students and staff to work and relax. There is, in most instances, a reasonable range of teaching and learning resources and technology to meet the needs of students and teachers.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile which is well matched to the context. Course design and learner management are effective. Teachers receive good support, and overall courses are managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The needs of students for security and pastoral care are generally met. Students benefit from well-managed and suitable accommodation on the whole, although not all required documentation is in place. There is no named person responsible for the leisure programme and risk assessments are not in place for all activities offered. There is a need for improvement in *Leisure opportunities*.

Safeguarding under 18s

The provision does not meet the section standard. The school's safeguarding policy is not clearly presented or entirely accurate, and it is not accessible to students. Recruitment procedures are not always followed. However, attendance of under 18s is carefully monitored. There is a need for improvement in *Safeguarding under 18s*.

Declaration of legal and regulatory compliance

Sampling of documentation revealed an issue in relation to *Declaration of legal and regulatory compliance* which the provider has been asked to follow up.

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.	Not 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	
M1 Overall this criterion is met but the mission statement is not easily accessed. M3 There is insufficient cover for administrative staff. M5 Although initial and final feedback is collected it is not collated and therefore generalised analysis is not undertaken.	
Staff management and development	
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	
M9 Job descriptions in some instances failed to fully list the duties associated with the post. M10 There were not always two references for each applicant. M13 Generally this criterion is met, but only some of the eight strands of the continuing professional development policy had been implemented at the time of the inspection.	
Student administration	
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.	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.	Strength
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Strength
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 Students reported very positively on the levels of customer service they encountered. M18 Local and emergency contact information is not available for all students at the school. M19 The LSI group has its own robust academic data management system, ELSI, that automatically flags up inadequate attendance and sends a warning email to the student concerned. Students under 18 are required to scan a QR code prominently displayed in each class to register their presence. If they fail to do so in the first few minutes of the class, administration staff are alerted. M20 There are clear behaviour and discipline requirements which are made known to students at induction, with an easily understood 'four strikes' policy. Students sign a document to acknowledge their awareness of and agreement with these measures.	
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.	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.	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

The LSI Cambridge website is the principal form of publicity. It also contains a number of brochures that relate to LSI in the UK and worldwide. Use is also made of social media.

M22 The school's teaching timetable was not accurately given in the web pages and not all the courses listed were available in Cambridge.

M26 Although levels of supervision are mentioned in the junior course brochure, there is no mention on the website of unsupervised time for under 18s on adult courses.

M27 While the descriptions are accurate, a local accommodation agency that is sometimes used is described, without substantiation, as 'highly respected'.

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

P2 Classrooms do provide a suitable study environment, but none of them would be able to comfortably hold the school's stated class maximum of 15 students.

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.	Not 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

P7 Class sets of coursebooks are provided by the school but teachers claimed there were insufficient numbers of these; there was little evidence of their use in the teaching segments observed but copious use of copies of published material was seen.

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 A rationale indicating that the senior teacher, the TEFLI sole Cambridge-based member of the academic management team, has a number of qualifications and a range of experience that would help him carry out the role satisfactorily was submitted. This was accepted in the context of the inspection.	

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.	Strength
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Not 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	
T7 There are good arrangements in place to cover for absent teachers. The senior teacher, who does not normally teach, is available in the first instance and the school has access to a bank of teachers available locally.	
T8 Teachers reported that there is no advice available for dealing with continuous enrolment.	

Course design and implementation	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	Met
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	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	

All the criteria in this subsection are fully met.

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.	Strength
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

T19 There is a weekly review test on the basis of which students are ranked. These rankings are not seen by students but can be used by the senior and other teachers when course or class changes are discussed.

Classroom observation record

Number of teachers seen	5
Number of observations	5
Parts of programme(s) observed	All

Comments

None.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Strength

Comments

T23 Language was mostly well modelled with clear explanations of grammar and relevant examples of new vocabulary. Clear spoken and written models were provided to students.

T24 Class profiles were seen in most cases and students' needs were generally met in the attention to pronunciation and error correction evident in the segments observed. The content of the lesson was appropriate for the students.

T25 Lesson plans were coherent with a clear link between activities and aims. Learning outcomes were in weekly schemes of work and often on the board.

T26 Teachers showed a good range of teaching techniques including nomination, concept checking, elicitation, and checking comprehension of instructions.

T27 Whiteboards were clearly organised. Differentiation was built into lessons. Pair work was well managed but grouping and regrouping of students was inhibited by the cramped classrooms.

T28 Teachers monitored language well, gave positive and encouraging feedback and sometimes handled correction well, although more correction, especially of pronunciation, would have been useful.

T29 Tasks and activities to check whether learning was taking place were an integral part of most lessons. Teachers often made reference to work covered previously.

T30 Teachers knew their students very well and were able to engage and motivate as well as challenge them. Students were relaxed as well as engaged; rapport was good. Students were clearly enjoying the lessons and learning.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from good to satisfactory against the criteria with the majority being satisfactory. Teachers demonstrated sound grammatical awareness and provided clear models of the language. Lessons had been planned with clear knowledge of students and with their needs and interests at the forefront. The techniques used were appropriate, and resources were managed effectively. Teachers had given some thought to the evaluation of learning, gave useful feedback to learners and created a very positive learning atmosphere.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Not 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.	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.	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

W1 Regular testing takes place for all electrical and fire equipment, and fire drills are monitored. There is a comprehensive risk assessment for the main premises. The student house/residence had not been risk assessed but this was remedied during the inspection and this is no longer a point to be addressed.

W2 A group-wide emergency response policy is in place but it does not cover all potential risks and staff and students are not made aware of it. The policy does not include local staff responsibilities or procedures.

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.	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

W11 Gas safety certificates were not on file for some of the sampled homestay hosts.

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 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.	N/a

Comments

None.

Leisure opportunities		Need for improvement
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.	Not met	
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Not met	
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met	

Comments

W25 There is no named person with specific responsibilities for the management of the leisure programme.

W26 Risk assessments are not in place for all activities offered by the school.

Safeguarding under 18s

Safeguarding under 18s		Need for improvement
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.	Not 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.	Not 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.	Strength	
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

At the time of the inspection nine students were aged under 18. In peak summer months approximately fifty per cent of the student body would be under 18.

S1 The policy is not reviewed annually, and the names of the designated safeguarding lead and deputy are not accurate, nor are their contact details provided. There is no simplified policy available to students. It is not made clear that the safeguarding policy should be read in conjunction with the 'standards of behaviour' document.

S3 The consent form does not provide examples of unsupervised time.

S4 Although recruitment procedures are in place they are not always followed. References were missing or incomplete for some members of staff and DBS checks were not on file for some sampled homestays who had recently hosted under 18s.

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 Sampling identified the following issue: the school may be breaching copyright regulations as general English course design is based around particular coursebooks and teachers often use photocopies rather than class sets in lessons; the school should seek further advice from the relevant statutory/regulatory body or obtain independent legal advice.

Organisation profile

Inspection history	Dates/details
First inspection	1994
Last full inspection	2017
Subsequent spot check (if applicable)	2019
Subsequent supplementary check (if applicable)	2018
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	LSI London Central, LSI Brighton
Other related non-accredited schools/centres/affiliates	LSI schools outside the UK

Private sector

Date of foundation	1965
Ownership	Name of company: LSI Education Ltd Company number: 846983
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	Abbey College

Student profile	At inspection	In peak week: August (organisation's estimate)
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	36	58
Full-time ELT (15+ hours per week) aged 16–17 years	13	39
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	3	0
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	52	97
Junior programmes: advertised minimum age	0	9 (with group only)
Junior programmes: advertised maximum age	0	17
Junior programmes: predominant nationalities	N/a	Spanish
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	16–24	16–24
Adult programmes: typical length of stay	2–4 weeks	2–4 weeks
Adult programmes: predominant nationalities	Spanish	Spanish

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	5	7
Number teaching ELT 20 hours and over a week	4	
Number teaching ELT under 19 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	0
Academic managers without TEFLQ qualification or three years relevant experience	1
Total	1
Comments	
Rationale provided.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	0
TEFLI qualification	5
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	5
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	29	13
Private home	0	0
Home tuition	0	0
Residential	6	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	1	0
Staying in privately rented rooms/flats	3	0
Overall totals adults/under 18s	39	13
Overall total adults + under 18s	52	