

Organisation name	Lyons Languages, Ely
Inspection date	16–17 September 2021

Section standards	
<b>Management</b> The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
<b>Premises and resources</b> The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
<b>Teaching and learning</b> The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
<b>Welfare and student services</b> The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
<b>Safeguarding under 18s</b> There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

Recommendation
We recommend accreditation for an initial period of one year with a spot check in the first year to determine whether accreditation should be extended beyond this period. The spot check should take place when the summer course is running. Evidence must be submitted within three months to demonstrate that weaknesses in M18, W1 and W8 have been addressed. The required evidence was subsequently submitted.

### Summary statement

The British Council inspected and accredited Lyons Languages, Ely in September 2021. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see [www.britishcouncil.org/education/accreditation](http://www.britishcouncil.org/education/accreditation) for details).

This small private language school offers courses in general English for adults (18+) for the local community on the school premises and online. Seasonal courses for closed groups of adults (18+), and for vacation courses for under 18s on school premises are also offered.

The inspection report noted a need for improvement in the areas of publicity and course design.

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

## Introduction

Founded in 2019, Lyons Languages provides year-round courses to adults (18+). Vacation courses for under 18s and cultural holiday programmes for adults (18+) are also offered during summer. In March 2020 the school closed due to the pandemic and lessons were taught online. In September 2021 some lessons resumed on the premises.

The inspection took the equivalent of a day and a half over two days. Due to the global pandemic, the inspection was conducted remotely. The two inspectors met with the owners: the academic manager (AM) and the director. All course types running during the time of the inspection were observed but the AM was the only teacher employed and timetabled at this time. Focus group meetings were held with two groups of students enrolled at the school, following online or face-to-face lessons. A pre-recorded virtual tour of the premises was sent to the inspectors in advance and a live, synchronous tour was conducted during the inspection. One inspector also followed virtual tours conducted by two homestays.

## Address of main site/head office

Lyons Languages, Basement Office, 41 Forehill, Ely CB7 4AA

## Description of sites observed

Located in the centre of Ely, Lyons Languages occupies the basement floor of a three storey, semi-detached building that has combined residential and business use. Access from the main street is via a driveway at the side of the building which leads to a car park and garden at the rear. Steps leading down to a small paved area provide access to the school's private entrance. The school comprises a classroom which doubles as an office when lessons are not taking place; an entrance room used as a multifunctional area for reception, relaxation and student testing; and a small kitchen with two individual toilets. The director's art studio which is not considered part of the school facilities can be accessed from the classroom and leads to a second fire escape. This room also has access to a storage room which holds additional classroom furniture, a photocopier and supplies.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input 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

The school offers part-time general English and examination courses for adults (18+) year round. Summer courses are offered for juniors aged 12–17 and cultural and creative study holiday programmes for closed groups of adults (18+). At the time of the inspection, the school was running one face-to-face, part-time group course for 1.5 hours per week on the premises. A further two online lessons of 1.5 hours per week were also taking place.

## Management profile

The school owners have joint responsibility for the overall management of the operation: the AM and the director. The AM is responsible for all aspects of teaching and learning, as well as shared duties involving student administration and finance. The director has overall responsibility for welfare, planning, marketing and general administration. She is also the safeguarding lead.

## Accommodation profile

The provider offers homestay accommodation for the summer course students under the age of 18. Due to the pandemic the homestay hosts have not been used since summer 2019. The inspector had synchronous visits with two homestays who were used in 2019.

## Summary of inspection findings

### Management

The provision meets the section standard. The school operates to the benefit of students, and in accordance with the organisation's stated goals and values. There are realistic plans in place for the development of the school and most policies and procedures have been carefully considered, although these will need to be checked at a future visit to ensure they have been fully implemented. There is a need for improvement in *Publicity*.

### Premises and resources

The provision meets the section standard. A virtual tour demonstrated that the premises are in a good state of repair and offered a comfortable environment for students and staff. The range of learning resources is appropriate to the age and needs of the students.

### Teaching and learning

The provision meets the section standard. The AM has a professional profile appropriate to the context and there are effective systems and procedures in place to manage the teaching team. Aspects of the provision which could only be partially assessed will need to be inspected at a future visit and the findings added to the report. The teaching observed met the requirements of the Scheme. There is a need for improvement in *Course design*.

### Welfare and student services

The provision meets the section standard. Students receive a very good level of pastoral care and are given appropriate support and information. Additional procedures are needed regarding the safety and security of students on the premises. Accommodation and out-of-class activities could only be partially assessed.

### Safeguarding under 18s

The provision meets the section standard. 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.

### Declaration of legal and regulatory compliance

The items sampled were satisfactory.

## Evidence

### Management

<b>Strategic and quality management</b>	<b>Met</b>
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Met
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Met
M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, and to ensure continuity at all times.	Met
M4 There are effective channels of communication between all involved in the ELT operation, and between the ELT operation and any wider organisation of which it is a part.	Met
M5 The provider regularly obtains and records feedback from students on all the services offered. Feedback is circulated to relevant staff and appropriate action is taken and recorded.	Met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Met
M7 The provider reviews systems, processes and practices with a view to continuing improvement. Appropriate action is taken and recorded in an annual self-evaluation.	Met

### Comments

All criteria in this area are fully met.

<b>Staff management and development</b>	<b>Met</b>
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.	Partially assessed

M11 There are effective induction procedures for all staff.	Partially assessed
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.	Partially assessed
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

M10 There is a clear and appropriate recruitment policy in place but, as yet, no additional staff have been recruited.  
M11 Induction procedures are in place but have yet to be implemented.  
M12 An appropriate policy for the appraisal and monitoring of staff is in place.

<b>Student administration</b>	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.	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.	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 Students reported that they received high levels of customer service and that staff were extremely helpful and courteous.  
M18 Sampling of student records revealed that emergency contact details were not provided for some students enrolled at the school.

<b>Publicity</b>	Need for improvement
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.	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.	Met
M29 Claims to accreditation are in line with Scheme requirements.	N/a

#### Comments

The main source of publicity is the school website. The school also has an active social media presence and both PDF and printed brochures are available for selected courses.  
M22 Publicity does not state that summer junior courses are held at a different centre and there are no images of classrooms or other facilities at either centre. Not all photographic images are captioned.  
M24 Descriptions of general English courses, including objectives, is minimal. Maximum class sizes are not stated for year-round adult courses. The total number of hours is unclear on junior and cultural holiday programmes. Information on non-teaching days is not available.  
M25 Costs for exam fees and coursebooks are not specified on the website or in brochures. Accommodation costs for year-round courses are not available on the website.

## Premises and resources

<b>Premises and facilities</b>	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 inspection included a virtual tour of the premises.

P2 The classroom in the main premises has movable study furniture and appears bright and well lit.

P3 Year-round courses are currently only offered for 1.5 hours per week so most students do not require facilities for relaxation. Space for this is limited but the entrance room and the small garden area can be used for this purpose, if required.

<b>Learning resources</b>	Met
P7 There are sufficient learning resources for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Met
P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	N/a
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

### Comments

All relevant criteria in this area are fully met.

## Teaching and learning

<b>Academic staff profile</b>	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Met
T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.	Met
T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Met

### Comments

The AM was the only teacher employed by the school at the time of the inspection. She is suitably qualified and experienced to manage and teach the range of courses currently offered.

<b>Academic management</b>	Met
T5 Teachers are matched appropriately to courses.	Partially assessed
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.	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.	Partially assessed

#### **Comments**

T5 The AM was the only teacher at the time of the inspection.

T8 Course descriptions and guidelines do not consider the pedagogical and logistical challenges of continuous enrolment.

T10 There is a clear policy on teacher observations but it was not possible to verify that they are fully implemented.

<b>Course design and implementation</b>	Need for improvement
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Not 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.	Not met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Strength

#### **Comments**

T11 Summer courses follow a syllabus based on clearly stated principles and attempt to address the needs of the learners. Year-round courses are based on an up-to-date coursebook; however, course design documents are incomplete and lack sufficient guidance for teachers.

T13 Students are provided with very limited information on intended learning outcomes, particularly on year-round courses.

T15 Learning strategies do not feature in course design documents.

T16 Classroom content, particularly on the summer programmes, and homework tasks across all courses include strategies to help students develop their language skills outside the classroom.

<b>Learner management</b>	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**

All criteria in this area are fully met.

**Classroom observation record**

Number of teachers seen	1
Number of observations	4
Parts of programme(s) observed	Face-to-face and online lessons

**Comments**

Inspectors observed an online lesson with two students and a small face-to face group class.

**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 The teaching demonstrated a good knowledge and awareness of the use of English. Appropriate models of spoken and written English were provided.  
 T24 Lesson plans and materials were appropriate to the level of the students, but there was little evidence that students' needs had been considered.  
 T25 Lessons followed a clear and coherent sequence of activities as determined by the coursebook.  
 T26 A good range of teaching techniques was observed including nomination, prompting, eliciting, and concept checking.  
 T27 Both the virtual and physical classroom environment were confidently and effectively managed.  
 T28 Feedback on tasks was consistent and effective but there were missed opportunities to correct ingrained errors. Students would have benefited from more rigorous attention to pronunciation.  
 T29 The choice and sequence of activity allowed for opportunities to check whether learning was taking place.  
 T30 In both lessons, there was a very positive learning atmosphere and students were fully engaged in tasks. Lessons were well paced, tasks were personalised, instructions were clear and there were good opportunities for student talking time.

**Classroom observation summary**

The teaching observed met the requirements of the Scheme and was considered satisfactory against the criteria. The teaching demonstrated a sound knowledge of the use of English and lessons were well planned and executed on the whole. A good range of teaching techniques was employed and technology and resources were used effectively and confidently. Although some opportunities for providing student feedback were missed, students were fully engaged, and purposeful learning was 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.	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.	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.	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.	Not met

#### Comments

W1 Although some checks were in place, risk assessment records were incomplete. Some risks had not been identified and there was insufficient evidence of checks from the landlord.  
W3 Students receive a very good level of care. Students reported that any concerns or problems are dealt with appropriately and with sensitivity.  
W8 There are no trained first-aiders in the school.

<b>Accommodation</b> (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.	Partially assessed
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.	Partially assessed
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

No homestay hosts had hosted for the school since 2019. At the time of the inspection all homestay hosts were dormant.

W9 The two homestays visited, who had both hosted under 18s in 2019, provided a comfortable and welcoming environment.  
W11 There have been no follow-up checks or new homestays recruited since 2019.  
W13 There are informal procedures for parents and students to raise issues or concerns about their accommodation.

<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 the criteria in the above area are met. Hosts are clearly informed of the regulations and their responsibilities on the registration form and in a handbook.

<b>Accommodation: other</b>	
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
<b>Comments</b>	
The relevant criterion in this section is met.	

<b>Leisure opportunities</b>	
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Strength
W25 Any leisure programmes are well organised and sufficiently resourced.	Partially assessed
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
<b>Comments</b>	

There is no leisure programme for the part-time adult students. A full programme of activities is included in the junior summer programme; records from previous courses were reviewed.

W23 Adult students are informed about and encouraged to attend local events and activities.

W24 The content of the summer leisure programme is very carefully chosen to be of interest to the students. There is a well-balanced mix of activities and excursions to appeal to the whole age range. Thought is given to returning students, so that new excursions and events are offered.

W25 The summer programme appears to be extremely well organised in every detail; excursions are well prepared, and the accompanying adults are very familiar with all the locations, journeys and venues. This criterion will need to be fully assessed when the programme is actually running.

## Safeguarding under 18s

<b>Safeguarding under 18s</b>	
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.	Partially assessed
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
<b>Comments</b>	

There were no under 18s enrolled at the time of the inspection. The summer programme for under 18s is for students aged 12–17. The last programme ran in 2019.

S4 A safer recruitment policy and procedures are in place. However, there has been no recruitment of staff or homestay hosts since 2019.

## 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	September 2021
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	Italian language tuition; Spanish language tuition
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

#### Private sector

Date of foundation	2019
Ownership	Name of company: Lyons Languages Ltd Company number: 11943419
Other accreditation/inspection	N/a

#### Premises profile

Details of any additional sites in use at the time of the inspection but not observed	N/a
Details of any additional sites not in use at the time of the inspection	Ely Museum: hired classroom space for Summer Study Holiday tuition.

#### Student profile

Student profile	At inspection	In peak week: July (organisation's estimate)
	At inspection	In peak week
<b>ELT/ESOL students</b> (eligible courses)		
Full-time ELT (15+ hours per week) 18 years and over	0	0
Full-time ELT (15+ hours per week) aged 16–17 years	0	0
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	7	15
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
<b>Overall total</b> ELT/ESOL students shown above	<b>7</b>	<b>15</b>
Junior programmes: advertised minimum age	0	12
Junior programmes: advertised maximum age	0	17

Junior programmes: predominant nationalities	0	Italian
Adult programmes: advertised minimum age	0	18+
Adult programmes: typical age range	0	25+
Adult programmes: typical length of stay	0	1 week
Adult programmes: predominant nationalities	0	Not known

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	1	2
Number teaching ELT 20 hours and over a week	0	
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	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 AM was teaching for 4.5 hours per week during the inspection period.

### Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	1
TEFLI qualification	0
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	1
Comments	

Teacher and academic manager are one and the same.

### 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	0	0
Staying in privately rented rooms/flats	0	0

Overall totals adults/under 18s	0	0
Overall total adults + under 18s	0	