

Organisation name	Move Language Ahead, head office Hoddesdon, Hertfordshire
Inspection date	11–15 July 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.	Met

Recommendation
We recommend continued accreditation. However, evidence must be submitted within three months to demonstrate that weaknesses in S5 and S7 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited Move Language Ahead, Hertfordshire in July 2022. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation 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.

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

Introduction

Go Languages, a subsidiary of Move Language Ahead (MLA), was first accredited in 2016 with a subsequent spot check in July 2017. In 2021 all operations were brought under the MLA brand. An interim inspection was carried out in September 2021. Key staff have not changed since that inspection, and additional staff, including a number of returners, have been taken on as required.

This compliance-only inspection took place over five days. The first day focused on head office (HO), was held remotely and comprised meetings with the chief executive officer (CEO), the chief operating officer the academic manager (AM) – who was also the Worcester centre director (CD), the interim academic manager (interim AM), and the operations manager.

The second afternoon and third morning were hosted by the Worcester centre and meetings were held with the CD, the director of studies (DoS), the welfare manager, the assistant director of studies (ADoS) (temporarily transferred from another centre), and the activity manager. The operations manager and the chief operating officer were also present. On the fourth day, the Roehampton centre was visited by one inspector with the other joining remotely. Meetings were held with the CD, the ADoS, the welfare manager, and the activity manager. The interim AM was also present, as was the OM.

At both centres, separate focus groups were held with students, teachers and group leaders, residential accommodation was visited, and a meeting was held with the host institution's liaison person. Three of the four teachers timetabled to teach at Roehampton were observed, plus one cover teacher. At Worcester, ten of the 12 teachers timetabled were observed. Final meetings and the round-up were conducted remotely with HO on the fifth day.

Address of main site/head office

87–89 High Street, Hoddesdon, Hertfordshire EN118TL

Description of sites visited/observed

The Worcester centre is based at the St John's campus of Worcester University, and the Richmond centre is held at the University of Roehampton. The areas used by MLA are clearly designated on both sites and consist in each case of a combined centre and activity office, a separate academic office, with space for preparation and additional resources, a canteen and designated classrooms. There is a café on both sites as well as seating areas inside and out. MLA has access to grounds and sports facilities as appropriate. There is residential accommodation at both centres.

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 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 checked="" 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

After two years without any significant operations, courses this year are all vacation courses for under 18s, although there have been some exceptions in the age range. Mini-stays offered year round are now being advertised again but none have taken place in the past year.

Management profile

At HO, the AM, the interim AM, and the operations manager all report to the chief operating officer, who reports in turn to the CEO. In the centres, the structure varies according to size, and not all roles were filled. The CD has

overall responsibility and line manages the welfare manager, the activity manager, the DoS and the ADoS. Teachers and activity leaders report to the appropriate manager, and the site's doctor and activity leaders are overseen by the welfare manager.

Accommodation profile

Campus residence accommodation is provided for all students. Single rooms, either ensuite or with shared bathroom facilities, are arranged in clusters of six or ten rooms with access to a shared kitchen area. All accommodation blocks have controlled entry systems, and each room has its own key. Group leaders and, if required, MLA staff, are accommodated to facilitate appropriate supervision. MLA has sole use of all accommodation blocks that house their students.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.

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 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.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile 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 met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The needs for security, safety and information are met. The residential accommodation provided is suitable and there are appropriate systems to manage this effectively, on the whole. Students have access to a wide variety of social, cultural and sporting activities and events.

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 school in general, and during leisure activities and accommodation provided. There is a clear and comprehensive safeguarding policy, and staff are well trained to implement it. However, students aged 18+ are occasionally classed and accommodated with students aged under 16, and procedures to ensure group leaders are conforming to MLA standards and expectations when allocating students to accommodation are not in place at all centres.

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.	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

There are clearly stated goals and values, which form part of staff induction are and made accessible through the website. Plans, although inevitably impacted by the pandemic, are clear and made known to staff. The management structure is appropriate, and staff capacity overall is sufficient, with the ability to cover for any issues or shortages across the different centres. All staff are supported by good technology and clear systems. Communications are good, particularly between HO and the centres, making use of a range of different channels and using technology effectively as appropriate. There is a clear commitment to continuous improvement drawing on information from student and group leader feedback in particular.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Met
M10 There are effective procedures for the recruitment and selection of all staff.	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.	Not met

Comments

There are generally appropriate human resources (HR) systems to ensure that staff are effectively inducted, supported and monitored. The recruitment policy is clear, and staff files sampled contained the required documentation. Appraisal procedures are good, and include seasonal staff. A range of staff training is provided and full advantage is taken of the summer centre context to provide "on-the-job" developmental opportunities for new and returning staff in a range of positions. However, no continuing professional development sessions have been organised specifically for teachers.

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.	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

All aspects of student administration are efficiently dealt with, mostly at HO level, and technology provides good support and information is easy for staff to retrieve, in the centres as well as at HO. As agents and group leaders are all Italian, and enrolments are dealt with through the MLA sister office in Italy, much documentation is in Italian. As a result, although student records do not contain information on whether the emergency contact speaks English, the system is nonetheless able to be effective. There are clear policies and procedures for dealing with attendance, complaints and student conduct.

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.	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 primarily of the website. It contains all the required information, is generally clear and well presented, but does not accurately reflect the age range accepted this summer.

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 premises at both centres visited provide an appropriate and comfortable environment for staff and students alike. They are clean and generally well maintained, although some minor maintenance issues had arisen at Roehampton and were being dealt with. Classrooms are suitably furnished and well equipped, with good natural light. Both sites provide plenty of space for students to relax and socialise when they have the opportunity to do so. Drinking water is freely available and the food provided is of an appropriate standard, and takes account of dietary requirements. There was also evidence of responsiveness to feedback and requests. There are cafeterias on both sites, where students can purchase additional food and drink if they wish. Staff have appropriate facilities for work and storage, and there is sufficient space for meetings as required. The MLA presence is clearly signalled on both sites, with highly visible signposting to teaching rooms and other areas in use. Daily updated information is prominently displayed in key areas at both centres.

Learning resources	Met
P7 There are sufficient learning resources for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Met

P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	N/a
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met
Comments	
A good range of learning and teaching resources, including digital coursebooks and a selection of printed and photocopiable materials, is available. Classroom technology is well maintained and effectively supported and teachers have received training in its use. The syllabus is reviewed and materials refreshed annually, and teachers are able to contribute to this process through resources feedback forms.	

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	
A policy rationale was provided for the teaching team and was accepted in the context of this inspection; in fact the provider has been very successful in recruiting mostly TEFLI teachers, and/or teachers with QTS or similar. Teachers generally have an appropriate range of knowledge and experience for the context. The interim AM is TEFLQ and very experienced, and she has carried out observations as well as maintaining a presence at centres as needed. Although the qualifications profile of academic managers in the centres is not very strong, the team is mostly experienced and familiar with the MLA operation.	

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.	N/a
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	
Most aspects of academic management are dealt with appropriately. There are effective procedures for deploying teachers, timetabling and cover arrangements. The interim AM has completed observations of the majority of teachers, and although there have not yet been any formal developmental sessions, they receive day-to-day support from the DoSs and/or ADoSs.	

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

Courses are based around a coursebook set out through lesson plans with clear outcomes, which provides a clear course outline. Very good guidance is provided for teachers, and courses have been developed through a series of reviews and improvements. Students are supported in independent learning through weblinks in lesson plans. Course content, as well as immersion in the English-speaking environment of the centres, ensure that students are able to make the most of 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.	N/a
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 aspects of learner management are effectively dealt with, and students benefit from appropriate learning support. Advice on mainstream UK education is available to parents and group leaders through HO.

Classroom observation record

Number of teachers seen	14
Number of observations	14
Parts of programme(s) observed	All

Comments

At Worcester, 10 out of 12 teachers timetabled were observed. At Roehampton, three teachers and one cover teacher 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.	Not 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 Most teachers demonstrated sound knowledge and awareness and provided appropriate models. Some paid attention to features of pronunciation.

T24 Some plans included brief student profiles. Topics, materials and activities were generally interesting and relevant.

T25 Outcomes were often expressed simply as a topic or activity, although all were clear from course materials, and some teachers looked at overall objectives with their classes. Stronger lessons were well structured and sequenced.

T26 A good range of teaching techniques was drawn upon, including eliciting, summarising, concept checking, prompting, and nominating.

T27 Many classrooms were well managed and competent use was made of classroom technology. In stronger lessons, teachers checked instructions clearly and organised group and pair work well.

T28 Although some teachers provided plentiful praise and encouragement and demonstrated a range of techniques for feedback, there was generally little evidence of any considered approach to correction. Some teachers accepted repeated inaccuracies and there were numerous missed opportunities for correction.

T29 Monitoring was used effectively and lessons were staged to enable evaluation of learning.

T30 Most teachers created a positive learning environment with good levels of student involvement. Many were able to use variety of interaction patterns and good pace to engage and motivate their classes.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to unsatisfactory against the criteria, with the majority being satisfactory or better. Teachers mostly showed appropriate awareness of linguistic systems and the plans produced reflected course and group interests and made use of relevant materials. Teachers generally used a range of techniques with confidence and resources were used to good effect. Although feedback techniques were limited in many lessons, classroom management was generally dealt with effectively and there was a positive atmosphere in most classes.

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

Comprehensive risk assessments are in place for all premises, including accommodation blocks. An appropriate emergency plan is made known to all staff, group leaders and students. Welfare managers provide good pastoral support, and all staff are conscious of students' needs in this area. Tolerance and respect is actively promoted and students at the focus groups were all in possession of the 24-hour emergency contact number. Health care provision is available from on-site doctors who also attend leisure programme activities where there is a greater risk of sporting injuries.

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

Students at all centres stay in residential accommodation on campus grounds. All rooms are single occupancy, either fully ensuite or with shared bathroom facilities. A kitchen, with space for relaxation, is also available in each cluster of rooms. Cleaning and laundry arrangements are appropriate. Initial feedback is mostly gathered from group leaders and staff make necessary adjustments promptly when required. Full board is offered on all campuses with a range of hot and cold, and vegetarian and vegan options.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	N/a
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.	N/a
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	N/a
W19 English is the language of communication within the homestay home.	N/a
W20 Hosts ensure that there is an adult available to receive students on first arrival.	N/a

Comments

Homestay accommodation is not offered.

<i>Accommodation: other</i>	
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	N/a
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a

Comments

None.

Leisure opportunities	Met
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

The sports and leisure programme is an integral part of the programme and students have very little free time. Students were mostly positive about the range of activities and excursions available. The activities seen by the

inspectors were well organised and resourced, and students were actively participating. The activity leaders spoken to were enthusiastic, well trained and fully aware of their responsibilities. Risk assessments are detailed and actively adjusted during each excursion by the activity managers.

Safeguarding under 18s

Safeguarding under 18s	Met
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.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Not 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.	Not 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

MLA offers courses to students aged 11–17 years, although a small number of students aged 18 (12 in total) were also accepted onto programmes this year.

The organisation has a comprehensive safeguarding policy covering all required areas. All staff have a minimum basic level of training and each centre has a designated safeguarding lead trained to specialist level. Consent forms, which include medical information, are signed by parents, guardians and group leaders acting in this capacity. Safer recruitment procedures are in place and procedures are followed closely: sampled staff files were well maintained and complete. The school has developed electronic wristbands to track student attendance in lessons, during lunch, and on excursions, which is both time-saving and an efficient means of monitoring students' whereabouts. However, students aged over 18 are occasionally placed in classes and accommodation with students under 16, and procedures to ensure group leaders are conforming to MLA standards and expectations when allocating students to accommodation are not in place at all centres. Any opportunities for free time on campus are monitored by activity leaders, night guardians and on-site security teams, but on excursions unsupervised time is not risk assessed. There are good systems in place to enable 24-hour contact with parents and guardians, if required.

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: multicentre

Inspection history	Dates/details
First inspection	2016
Last full inspection	2016
Subsequent spot check (if applicable)	2017
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	July 2021
Current accreditation status	Accredited
Other related non-accredited activities (in brief) by this multicentre organisation	Online courses. American Summer programme. Study abroad programme.
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	MLA Italy & Study World Corporation

Private sector

Date of foundation	2009
Ownership	Name of company: Go Languages World Wide Ltd. Company number: 07108341
Other accreditation/inspection	N/a

Premises profile

Address of Head Office (HO)	1st Floor, 89 High Street, Hoddesdon, Hertfordshire EN11 8TL
Name and location of centres offering ELT at the time of the inspection but not visited	Edinburgh
Name and location of any additional centres not open or offering ELT at the time of the inspection and not visited	Reading, Uxbridge

DATA ON CENTRES VISITED

1. Name of centre	Roehampton
2. Name of centre	Worcester
3. Name of centre	N/a
4. Name of centre	N/a
5. Name of centre	N/a

Student profile	Totals at inspection: centres visited				
Centres	1	2	3	4	5
ELT/ESOL students	At inspection				
18 years and over	4	8			
17 years and under	153	426			
Overall total	157	434			
U18 programmes: advertised minimum age(s)	11	11			
U18 programmes: advertised maximum age(s)	17	17			
Predominant nationalities	Italian				

Staff profile at centres visited

Staff profile at centres visited	At inspection				
Centres	1	2	3	4	5
Total number of teachers and academic managers on eligible ELT courses	8	17			
Total number of activity managers and staff	13	15			
Total number of management (non-academic) and administrative staff	3	3			
Total number of support staff	13	31			

Academic manager qualifications profile at centres visited

Profile in week of inspection: at centres visited	Total number of academic managers				
Centres	1	2	3	4	5
TEFLQ qualification and 3 years' relevant experience	0	0			
Academic managers without TEFLQ qualification or 3 years' relevant experience	2	1			
Total	2	1			
<i>Comments</i>					

None.

Teacher qualifications profile at centres visited

Profile in week of inspection at centres visited	Total number of teachers				
Centres	1	2	3	4	5
TEFLQ qualification	1	0			
TEFLI qualification	5	13			
Holding specialist qualifications only (specify)	0	0			
YL initiated	0	0			
Qualified teacher status only (QTS)	0	2			
Teachers without appropriate ELT/TESOL qualifications.	0	1			
Total	6	16			
Comments					

None.

Accommodation profile

[illegible]

Arranged by student/family/ guardian	Adults					Under 18s				
Staying with own family										
Staying in privately rented rooms/flats										
	Adults					Under 18s				
Overall totals	4	8				153	426			

Centres	1	2	3	4	5
Overall total adults + under 18s	157	434			