

Organisation name	Norwich Study Centre
Inspection date	8–9 July 2021

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 M18, M26 and S3 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited Norwich Study Centre in July 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 for details).

This was a compliance-only inspection during which the inspectors focused only on whether inspection criteria were met or not met. Inspectors did not evaluate the extent to which requirements were exceeded and no strengths were awarded. No new summary statement has been issued; please refer to the last inspection report for any areas of strength previously awarded.

Overall, the inspection report stated that the organisation met the standards of the Scheme.

Introduction

Norwich Study Centre is a language school based in the city centre of Norwich. The school offers open enrolment language courses year round as well as vacation language programmes at various points during the year. The school also offers teacher development and professional courses on demand.

The inspection took place over one and a half days. Due to the global pandemic, the inspection was conducted remotely and focused only on compliance with inspection criteria; inspectors did not evaluate the extent to which requirements were exceeded and no strengths were awarded.

The inspectors held meetings with the director, director of studies (DOS), senior teacher and two school officers. A focus group meeting was held with the teachers, and another with a group of students. All teachers timetabled during the inspection were observed. All teaching was taking place face to face. The inspectors were given a virtual tour of the premises, and one inspector carried out a remote visit of a homestay home and spoke to two homestay hosts. Students were asked in the focus group to comment on the school premises and facilities as well as accommodation, if provided by the school.

Address of main site/head office

5 Tombland, Norwich NR3 1HE

Description of sites observed

The school occupies a grade two listed Georgian property in the centre of Norwich, close to the cathedral. The main school is housed in 5 Tombland. The main entrance leads to a student common room which, in turns, leads into a large courtyard area which is used as an extension to the common room. The reception area and offices share the first floor with four classrooms and a small one-to-one room. The staffroom, study centre and computer room are on the second floor, along with another four classrooms and another small one-to-one room. There is one male and one female toilet. The second building, 4 Tombland, where there are seven classrooms on three floors, can be reached from the main building either by going out onto the street or from the courtyard, although the latter entails going through a classroom.

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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input checked="" 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 English courses for adults and young people (16 and 17 year-olds), as well as examination preparation courses. At the time of the inspection, the school was offering general English and exam preparation to students in school premises and one-to-one classes online. In addition, the school offers ESP courses for groups and individuals and vacation courses to juniors.

Management profile

The director is responsible for the overall management of the school, manages the administrative team and leads on welfare and safeguarding. The DOS manages the teaching team and is responsible for the academic programme. She is supported by the senior teacher.

Accommodation profile

The school currently has a database of around 114 homestay hosts. The student officer responsible for accommodation is in the process of arranging visits to all who intend to remain active once the situation permits.

Students can choose half board or cater for themselves. At the time of the inspection two adult students were in homestay accommodation, with different hosts.

Summary of inspection findings

Management

The provision meets the section standard. There is a clear statement of goals and values which is well communicated. Communication within the school is very good, and feedback systems are effective. Customer service and administration are good, although some student data is not recorded. Overall, publicity is well presented.

Premises and resources

The provision meets the section standard. The school building is in a satisfactory condition. Classrooms are adequate in size and students and staff have sufficient space to both work and relax. The building has clear signage and information available for students. There is a good range of teaching and learning resources, which is reviewed and updated.

Teaching and learning

The provision meets the section standard. The teaching and academic management team have a range of qualifications and experience. Guidance and support for teachers is good. Course design has a clear rationale and has been developed to meet students' needs. There are effective systems in place to monitor and support students' learning. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. Students are well cared for by competent staff in a safe and secure environment. They are provided with sufficient information and advice to enable them to live comfortably in the UK. Accommodation is well managed and of a high standard. Students are given plentiful information about activities and events happening locally.

Safeguarding under 18s

The provision meets the section standard. There is a detailed safeguarding policy and staff and homestay hosts receive appropriate training. Although parental consent forms are in place, the school did not have parental /guardian consent for one student studying online. There are good arrangements for keeping students safe in the school and accommodation arrangements are entirely appropriate.

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 is a clear statement describing the organisation's strategic mission and vision, which is made known to staff and students through the website, handbooks and notice boards. The management has a plan which states the

objectives for the organisation. The structure of the operation is clear, documented and well understood by all staff. Communication is effective and appropriate through formal minuted meetings and emails, and more informal and frequent social media and conversations. The provider collects feedback from students and staff periodically and takes action accordingly, although this action is not systematically recorded. A detailed self-evaluation document is in place and up to date.

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.	Not met
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Met

Comments

Human resources policies and procedures are comprehensive and made known to staff through handbooks and contracts of employment. Job descriptions are in place for all members of staff, and are reviewed on an annual basis. Recruitment procedures are effective and include specific requirements for working with students under 18. Induction procedures are effective for all staff. While a thorough appraisal policy is in place, some records of monitoring and appraisal are not up to date. All staff are engaged with continuing professional development, and a range of opportunities is made available for their professional learning.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Not met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Not met
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met

Comments

Students commented on the high level of support and courtesy from administrative staff including pre arrival information and advice. There are clear guidelines and systems for enrolment, cancellation and refund procedures in the administrators' manual, and the school has good systems in place to record student information. However, some student records were missing local contact details for students' emergency contacts. Absence and lateness are effectively recorded, but follow up is not documented. There is a student code of conduct published in handbooks and displayed on notice boards, which clearly states the conditions and procedures under which a student may be asked to leave the course. An appropriate complaints procedure is in place.

Publicity	Met
M22 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Met

M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	Not met
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

Publicity comprises a website and a number of social media channels. The website is considered the main medium of publicity.

Publicity is accurate, up to date and gives rise to realistic expectations. All publicity is accurate and is written in clear accessible English. Course information is accurate and presented in a highly accessible way. Costs of tuition and additional materials and services are clearly stated. While information in regard to under 18s is mostly accurate, there is a lack of information about the limits to supervision of 16 to 17 year olds on adult courses. The description of accommodation and of staff qualifications are both accurate and claims to accreditation meet Scheme requirements.

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

A video tour of the premises showed that the college building is in an adequate state of repair and decoration. Students confirmed that the school is clean and provides a comfortable environment. Classrooms are suitable, and the student common room and courtyard areas provide students with comfortable spaces for relaxation. Drinking water is available to students. There is good signage of rooms and exits as well as a number of student notice boards displaying useful information about the school and local area. Space for staff to meet and relax is sufficient.

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

Comments

There is a good range of learning resources for both students and teachers. Teachers were very positive about the resources available to them. Each classroom is equipped with a laptop and a television screen. Teachers receive guidance on how to use educational technology in the classroom. The provider has external technical support responsible for maintenance and teachers reported that the school's technology was reliable. The school has a well organised self-access room stocked with appropriate resources. Teachers take their students to the self-access room and offer them guidance on how to use the resources. There is a policy for the review and development of resources.

Teaching and learning

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

Comments

All academic staff have a suitable level of education and have relevant teaching qualifications for the courses that they are teaching. The teaching team has a good range of knowledge, skills and experience. Both members of the academic management team are TEFLQ and have relevant teaching and management experience.

Academic management	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met

Comments

Teachers are matched appropriately to courses, and are supported if they are transitioning to courses where they have less experience. The deployment and timetabling of students, teachers and courses is well organised and the school has a number of teachers available to provide cover for absent teachers. Course design takes into account continuous enrolment. Teachers commented on the quality and availability of support available to them from the academic management team, including informal day-to-day support, workshops and sharing sessions. In addition there are comprehensive observation arrangements in place ensuring that all teachers are regularly observed either through a drop in classroom visit or a more formal arranged observation.

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

Course design has a clear rationale and structure and fits very well with the needs of students. It is clearly communicated to students and teachers. Courses are reviewed according to student and teacher feedback. There are clearly written course outlines which are made available to students, as well as weekly planners which are displayed in classrooms. Teachers are encouraged to take classes out of the classroom into the local area for their lessons, when possible. Study skills and learning strategies are integrated into all courses.

Learner management

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

The DOS manages the placement of students and has thorough systematic procedures in place which include an assessment of students' motivations. Assessment is integrated into courses and students' progress is effectively monitored and recorded. Teachers give students regular tutorials where progress and any support needs are discussed. Students have access to advice regarding examinations from the DOS. All students receive an academic report at the end of each term or when they leave the school.

Classroom observation record

Number of teachers seen	5
Number of observations	5
Parts of programme(s) observed	General English, IELTS

Comments

None.

Teaching: classroom observation

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

Comments

T23 Spoken and written language was modelled accurately. Examples and explanations were relevant and clear.
T24 Lesson plans had a strong focus on communication and developing students' confidence. Student profiles identified learning needs, styles and cultural backgrounds.
T25 In the majority of classes observed aims and outcomes were clear and shared with students. There were good examples of the progress of the lesson from the familiar to the unfamiliar.
T26 There was evidence of some good techniques, including elicitation, a variety of questioning techniques and the nomination of students.
T27 Instructions were mostly clear. The coursebook was used creatively and supported learning rather than dominating it. Board work was good and there was effective grouping of students where possible.
T28 Error correction was consistent, timely and useful.
T29 Teachers used short tasks and ensured that they checked students' understanding before moving to the next stage of the lesson.
T30 There was effective control of the use of L1 and high levels of engagement using the target language. Teachers clearly knew their students well and were able to motivate them.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to satisfactory against the criteria. Teachers had appropriate knowledge and awareness of the language, and were able to plan lessons which consistently corresponded to the needs of their learners. Resources were often well used, and students were given effective feedback. Teachers were skilled at monitoring and evaluating student understanding. Teachers demonstrated a good understanding of their students, and the learning atmosphere was positive and engaging.

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.	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

Detailed and regular risk assessments and checks take place to ensure premises are safe for students and staff. At the time of the inspection the school did not have a critical incident procedure. However, one was created during the inspection and this is no longer a point to be addressed. Students benefit from a high level of pastoral care from all staff, and students in the student focus group spoke highly of the care and support they received. Tolerance and respect for all is part of the ethos of the school; handbooks for staff and students and notices throughout the premises ensure that everyone is made aware of these expectations. Good, clear information about life in the UK, including accessing health care and transport links, is available in the student handbook.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met

W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met

Comments

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

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

The applicable criterion in this subsection is met.

Leisure opportunities

W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met

Comments

Although no organised leisure programme was running at the time of the inspection, students are given weekly updates of what is happening in Norwich and the local area and a wealth of information about current leisure and opportunities in the community. Previous leisure programmes up to March 2020 were made available and showed an interesting and varied selection of activities entirely appropriate for the type of students in the school, accompanied by clear risk assessments. There is every reason to believe that this leisure programme will resume in its same form when circumstances permit.

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.	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.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Met
S7 There are suitable arrangements for the accommodation of students.	Met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met

Comments

The school accepts 16 and 17 year-olds in adult classes and closed groups of young learners (11+). At the time of the inspection no under 18s were studying at the school. One online student, enrolled at the age of 17, had turned 18 before the start of the inspection.

The school has a thorough safeguarding policy and both staff and homestay hosts undertake regular safeguarding training. Although parental consent forms are in place, there was no parental or guardian consent for one online student who started studying with the school aged 17. The student is a pupil at a UK boarding school and is now 18 years old. Safer recruitment procedures are followed, arrangements for the supervision of students in lessons and in case of absence are clear, and homestay hosts are given detailed information and curfew times for 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 The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	2004
Last full inspection	2016
Subsequent spot check (if applicable)	2017
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a

Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	Teacher training Intercultural training
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	16/05/2000
Ownership	Name of company: Flying Classrooms Ltd Company number: 3994304
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	N/a

Student profile	At inspection	In peak week: July (organisation's estimate)
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	18	18
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	0	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	18	18
Junior programmes: advertised minimum age	0	0
Junior programmes: advertised maximum age	0	0
Junior programmes: predominant nationalities	0	0
Adult programmes: advertised minimum age	0	0
Adult programmes: typical age range	18–49	18–49
Adult programmes: typical length of stay	12 weeks	12 weeks
Adult programmes: predominant nationalities	Saudi Arabian	Saudi Arabian

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	4	4
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 19 hours a week	4	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	3	
Total number of support staff	2	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	2
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	2

Comments

Senior teacher was scheduled to teach 15 hours during the week of inspection. The director of studies was not scheduled to teach.

Teacher qualifications profile

Profile in week of inspection

Professional qualifications	Number of teachers
TEFLQ qualification	1
TEFLI qualification	3
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	4

Comments

None.

Accommodation profile

Number of students in each at the time of inspection (all students on eligible courses)

Types of accommodation	Adults	Under 18s
<i>Arranged by provider/agency</i>		
Homestay	2	0
Private home	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	15	0
Staying in privately rented rooms/flats	1	0
Overall totals adults/under 18s	18	0
Overall total adults + under 18s	18	