

Organisation name	Riversdown House, Warnford
Inspection date	3–4 October 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.	N/a

Recommendation

We recommend continued accreditation.

Summary statement

The British Council inspected and accredited Riversdown House in October 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

Riversdown House is a division of Richard Lewis Communications Ltd. (RLC), founded in 1989. RLC also offers programmes in communication skills and cross-cultural training. The language school, the headquarters of RLC and cross-cultural training courses are located at Riversdown House.

The founder is no longer involved in the day-to-day running of the language school, but he and his daughter are directors of the company.

The school runs year-round intensive one-to-one courses in English as well as small-group courses for business people from the same organisation. The average length of these courses is one to two weeks. One-to-one courses run from 09.00 to 17.00 with a maximum of eight 45-minute sessions. Students can opt for a programme of one-to-one lessons combined with guided self-study sessions. All students live in the on-site residential accommodation and take meals together with management and staff.

The inspection, which was conducted remotely, took two inspectors the equivalent of a day and a part day over two days, and focused on compliance with inspection criteria.

The inspectors had meetings with the director/centre manager of the school, the director of business development/director of studies (DoS) and the school secretary. Focus groups were held with a group of students and another with the teachers. A virtual tour of the teaching premises, the school grounds and facilities, and the on-site accommodation provided was also followed.

Address of main site/head office

Riversdown House, Warnford SO32 3LH

Description of sites observed

Riversdown House is located in rural Hampshire, about ten miles from Winchester. The school is accommodated in historic buildings set in gardens and extensive grounds. Riversdown House provides on-site student accommodation, a dining room, living room and television room. In the "Chicken Shed" there are 16 training rooms, a student computer area, a teachers' room, a number of offices, and a large relaxation area where free hot and cold drinks are available. External facilities include a nine-hole golf course, three tennis courts, a sauna, a gym and an outdoor swimming pool.

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 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 checked="" 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 year-round intensive English language training, the majority of courses being for business people. During the inspection, one of the students was enrolled for an intensive course of general English. Occasionally small groups are enrolled, but the majority of students are taught on intensive one-to-one courses.

Management profile

The school is managed by the school director who is also currently filling the roles of centre manager and domestic manager. She is assisted by the director of business development/director of studies and an external accountant. The school secretary, the director of logistics and the head of maintenance report directly to her.

Accommodation profile

All students live onsite in student residences. There are eight individual rooms which each have either en-suite or private bathrooms. Riversdown House has communal rooms for relaxation and evening activities and a dining room where meals are taken.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision operates to the benefit of the students and staff. The structure of the organisation is well established, communication is good and student administration is carried out efficiently and effectively. However, job descriptions and recruitment procedures require attention. Publicity is mostly clear and accurate, although information on courses and costs is incomplete.

Premises and resources

The provision meets the section standard. The premises are very comfortable, classrooms are appropriate in size and number, and generous space is available for both staff and students to work and relax. There is an appropriate range of teaching and learning resources.

Teaching and learning

The provision meets the section standard. The DoS has a professional profile which is well matched to the context. Learner management is effective and although course design requires some attention, it is mostly appropriate to the needs of the students. Teachers receive good support, and overall courses are managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme on the whole.

Welfare and student services

The provision meets the section standard. Students are well cared for by competent staff in a safe and secure environment. They are provided with sufficient information and advice to enable them to live comfortably and make the most of their time in the UK. Accommodation is well managed and of a very high standard. The leisure programme is interesting and varied and students have free use of excellent sports facilities.

Safeguarding under 18s

No students under the age of 18 are accepted.

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 clearly expressed mission statement which is made available to all stakeholders through a range of sources including handbooks and publicity. The school has clear objectives for the future and an established staffing structure. Communication between all departments is good and both staff and student feedback is regularly reviewed and acted upon.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Not met
M10 There are effective procedures for the recruitment and selection of all staff.	Not met
M11 There are effective induction procedures for all staff.	Met
M12 There are effective procedures for monitoring and appraising all staff, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Met
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Met

Comments

Handbooks include all necessary human resource policies, but job descriptions lack specific responsibilities and do not reflect the current scope of each role. While there are some useful recruitment procedures in place, these are not always followed, and references were not on file for some staff. Induction, appraisals and continuing professional development for all staff are well covered.

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

High levels of customer service were noted and feedback is consistently good in this area. A personalised approach to enquiries is encouraged and staff carry out enrolment and cancellation procedures efficiently and with sensitivity. Sampled bookings were recorded in full and all information is easily accessible. Local and emergency contact details are available on site, but not always easily accessed outside office hours. The attendance policy is clear and appropriate, as is the school's exclusion policy. A detailed complaints policy is widely available.

Publicity	Met
M22 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Not met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	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.	N/a
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

The main source of publicity is the website. A downloadable brochure is also available.

The website gives a realistic impression of the school and the facilities offered. It is well presented and easy to navigate and written in mostly accessible English. Information on courses, however, is incomplete and does not include the maximum class size for group lessons. The actual class time and the total number of hours is not made clear, although this was amended during the inspection and is no longer a point to be addressed. While information on what is included in course costs is thorough, it is difficult to access actual course prices and terms and conditions. An accurate description of accommodation is provided and all claims to accreditation are in line with 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

The premises provide a very suitable environment for staff and students to work and relax. All areas are in a good state of repair, very clean and well decorated. Classrooms are entirely suitable for the nature of the courses offered and students have a wide range of facilities for relaxation. Free tea and coffee, water and snacks are available throughout the day and all meals are provided in the dining room. Signage is good in all buildings and there are also good facilities for staff for the preparation of materials, meetings and relaxation.

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

Comments

All study materials are included in the course. Teachers have access to a range of teaching materials which are well organised and in good repair. Technology is available in classrooms via monitors, although broadband connection is sometimes an issue. Self-study materials are available with guidance provided by individual teachers.

Although there is no formal policy in place for the review and development of teaching and learning resources, it is clear that the school has responded to feedback in this area.

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 rationale presented for a teacher with an ELT qualification that does not meet Scheme requirements was accepted in the context of this inspection. The teacher was employed by the organisation's sister school in Finland for a number of years and brings a wealth of experience working with the school's typical student profile. The teaching team has a range of experience relevant to the needs of the learners at the school and the academic management team has an appropriate professional profile.

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

The DoS carefully matches teachers with students taking into account students' needs and teachers' expertise and preferences. Cover procedures are well managed and the DoS and ADoS are available throughout the day to provide support and guidance to the teaching team. Regular observations take place and include useful suggestions for development.

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.	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.	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.	Met

Comments

All courses are tailor made to reflect the needs of the individual students. Although the teachers' handbook offers good advice on what should feature in course design documents, there is insufficient guidance for less experienced

teachers, in particular. Similarly, there are no sample course outlines and templates including the essential features of an acceptable plan. Systems are in place, however, to ensure courses are reviewed regularly. All students negotiate the course content as part of their first day needs analysis, but these are not consistently reviewed during the course. Learning strategies are not systematically included in course design documents but strategies to help students develop their language skills outside the classroom are well covered.

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.	N/a

Comments

There are effective procedures in place for the placement of students, including a telephone or video call. Recommendations are made on the most appropriate number of lessons for each student but course changes are possible once the programme has started, if necessary. Progress is monitored regularly, and all students receive a report along with their leaving certificate.

Classroom observation record

Number of teachers seen	3
Number of observations	6
Parts of programme(s) observed	All

Comments

Both inspectors observed each teacher once.

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.	Not 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.	Not met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Met

Comments

T23 Teachers provided appropriate models of language with clear explanations, although in isolated cases little attention was paid to pronunciation.
T24 Although student profiles were provided, it was not always clear how these had informed the content of the lessons. Lessons were very grammar focused despite students' requests for more speaking and listening practice.
T25 In better segments the learning goals were clearly discussed at the beginning of the lesson and, although sometimes expressed as teacher aims rather than learning outcomes, lessons followed a coherent sequence of activities.

T26 Teachers employed a range of techniques including elicitation, gesture and prompting. In weaker segments excessive teacher talk and overly complicated explanations of grammar inhibited students' involvement and opportunities to practise the language.

T27 Whiteboards were well organised, instructions mostly clear and handouts generally well presented. However, technology was not employed in any of the observed classes, teachers did not engage with their students in pair-work activities and there was an over-reliance on grammar based handouts that students completed on their own.

T28 On-the-spot and delayed correction featured in most lessons and teachers paid good attention to spelling, and in better segments, pronunciation. Teachers were encouraging and offered appropriate praise where relevant.

T29 Lessons included several short assessment activities to ensure learning was taking place.

T30 All teachers clearly had a very good rapport with their students and a positive atmosphere was observed in all classes. Students were relaxed and engaged, and in better segments activities were personalised to ensure maximum student participation.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from good to satisfactory against the criteria, with the majority being satisfactory. Lessons were well staged and provided several opportunities to check that learning was taking place. Teachers provided good models of language and correction was generally thorough and appropriate. It was not always clear how the needs of the students were addressed and there was an over-reliance on the teaching of grammar. However, students were engaged and there was a positive atmosphere in all lessons.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Met
W3 Students receive pastoral care appropriate to their age, background and circumstances. All staff and students know the name(s) of the person or people who deal with students' personal problems.	Met
W4 There are policies to promote tolerance and respect, and procedures for dealing with any abusive behaviour. All staff and students are aware of these.	Met
W5 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W6 Students receive in advance information on the most appropriate forms of transport between the point of entry to the UK and the provider or accommodation, including approximate costs.	Met
W7 Students receive advice on relevant aspects of life in the UK.	Met
W8 Students have access to adequate health care provision.	Met

Comments

Detailed and regular risk assessments and checks take place to ensure premises are safe for students and staff. A major incident plan is in place and shared with all relevant stakeholders. Students benefit from a high level of pastoral care from all staff, and students in the focus group spoke highly of the care and support they received. Tolerance and respect for all is part of the ethos of the school; handbooks for staff and students and notices throughout the premises ensure that everyone is made aware of these expectations. Information about aspects of life in the UK, including accessing health care is given to students in induction briefings and on information displays. Staff are available at all times to offer help or answer any specific questions.

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 provided are of an exceptional standard and students expressed a high degree of satisfaction with all aspects of their accommodation. Thorough checks and cleaning of rooms is carried out daily. Students are offered a luxury hotel standard of accommodation and meals.

<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

Not applicable. No homestay accommodation is 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

Not applicable.

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

An interesting and varied selection of activities, entirely appropriate for the type of students in the school is offered including excursions to local places of interest, theatre trips, talks and pub nights. Risk assessments are clear and comprehensive. Students can also use free of charge the full range of facilities offered at Riversdown House including a gym, swimming pool, tennis courts and a golf course.

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	2008
Last full inspection	2016
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	Distance learning, cross-cultural training
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	11/12/1989
Ownership	Name of company: Richard Lewis Communications Company number: 02450981
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	N/a

Student profile

Student profile	At inspection	In peak week: August (organisation's estimate)
	At inspection	In peak week
ELT/ESOL students (eligible courses)		
Full-time ELT (15+ hours per week) 18 years and over	3	8
Full-time ELT (15+ hours per week) aged 16–17 years	N/a	N/a
Full-time ELT (15+ hours per week) aged under 16	N/a	N/a
Part-time ELT aged 18 years and over	N/a	N/a
Part-time ELT aged 16–17 years	N/a	N/a
Part-time ELT aged under 16 years	N/a	N/a
Overall total ELT/ESOL students shown above	3	8
Junior programmes: advertised minimum age	N/a	N/a
Junior programmes: advertised maximum age	N/a	N/a
Junior programmes: predominant nationalities	N/a	N/a
Adult programmes: advertised minimum age	18+	18+
Adult programmes: typical age range	40–60	30–60
Adult programmes: typical length of stay	2	1
Adult programmes: predominant nationalities	Spanish, Swiss, German	Spanish, Italian, Finnish

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	3	8
Number teaching ELT 20 hours and over a week	3	
Number teaching ELT under 19 hours a week	0	
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	5	

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

The assistant director of studies was scheduled to teach 25 hours during the week of the inspection.

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	1
Total	2

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	0	N/a
Private home	0	N/a
Home tuition	0	N/a
Residential	3	N/a
Hotel/guesthouse	0	N/a
Independent self-catering e.g. flats, bedsits, student houses	0	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	N/a
Staying in privately rented rooms/flats	0	N/a
Overall totals adults/under 18s	3	N/a
Overall total adults + under 18s	3	