

Organisation name	Greenwich International Education, head office London
Inspection date	11–12 January 2022
Supplementary inspection date	11–12 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 accreditation with a spot check in the first 12 months when more seasonal centres are running. However, evidence must be submitted within 12 months to demonstrate that weaknesses in W1 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited Greenwich International Education in January and 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 private language school offers residential, vacation courses in general English for under 18s.

Strengths were noted in the area of academic management.

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

Introduction

Greenwich International Education (GIE) was established in November 2020 by three of the four directors who all have extensive experience of managing ELT multicentres in the UK. The fourth director joined in early 2021. The company intended to run residential young learner programmes on six sites in the UK in summer of 2020, and one site in the winter of 2021. However, due to the global pandemic, they were unable to do so. One centre opened in summer 2022, Brunel university, which was the centre inspected.

Due to the global pandemic, the initial inspection was conducted remotely and centres were not running so no premises nor accommodation were viewed and no teaching was observed. Provisional accreditation was awarded for one year. This supplementary inspection focused on the criteria that could not be assessed or could only be partially assessed at the time of the first inspection.

The supplementary inspection lasted two days. On one day, one inspector visited the centre, and on the second day the other inspector conducted meetings remotely. Centre meetings were held with the centre manager (CM), the director of studies (DoS), the activity manager, a representative from the university, teachers, activity leaders, group leaders and students. Head office (HO) meetings were held with the senior management team (SMT) which comprises the managing director (MD), the academic director (AD), and the operations director. All the teachers teaching at the time of the inspection were observed. One inspector visited the residential accommodation in person.

Address of main site/head office

Correspondence only: 52 Abbots Crescent, London E4 9SB

Description of sites observed

Brunel university campus is located in Uxbridge, an hour's journey by public transport into London. It is a large modern campus, and the classrooms, canteen and accommodation are housed in separate large buildings. A sports hall, outside and indoor areas are available for activities and relaxation. Wide pedestrianised walkways run through the campus and give access to all the buildings used by the students.

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

GIE offers courses for young learners aged 12–17. Some online English courses were run in 2021, but it is not intended to continue these.

Management profile

At HO level, the OD, AD, and global sales director all report to the MD. At centre level, the centre manager, oversees the day-to-day running of the centre including the accommodation, the DoS manages the teaching team, and the activities manager, the activities team. Centre staff are supported by members of the SMT, who are regularly at the centre.

Accommodation profile

All students are accommodated on campus in university accommodation. The accommodation consists of clusters of up to eight rooms, all ensuite and with a shared kitchen area. The cooking facilities have been turned off, but students have use of fridges and kettles.

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 and exceeds it in some respects. The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive very effective 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 of students for security, safety, and information are generally met but no fire drills have been conducted. The residential accommodation provided is of a high standard, and appropriate systems are managed effectively. Students are well informed about the cultural life of the UK, and a well-balanced range of leisure activities and excursions is offered.

Safeguarding under 18s

The provision meets the section standard. A comprehensive safeguarding policy and procedures are in place and training for staff is excellent. Students are appropriately supervised during lessons and activities, and accommodation is suitably managed.

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.	Strength
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.	Strength
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

M3 A very clear organisation structure is in place and there are effective cover arrangements in place. Photographs of staff are displayed to students, and the structure is made clear to them.

M4 Communication between members of the SMT is well structured with useful supporting documentation. Communication both within the organisation and between the organisation, head office, group leaders and the university were very good. The representative from the university commented on this.

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.	Strength
M11 There are effective induction procedures for all staff.	Strength
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

M10 Recruitment procedures are very thorough, and records are well kept and organised.
M11 Inductions were very thorough and included role-specific parts. Staff confirmed that the inductions and handbooks prepared them very effectively for their roles.

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 the criteria in this area are fully met.

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.	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, brochure, fact sheets and a number of social media channels. The website and brochure are the main media.
All the criteria in this area are fully met.

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	
All the criteria in this area are fully met.	

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	
All the criteria in this area are fully met.	

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 the criteria in this area are fully met.	
Academic management	Area of strength
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Strength

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.	Strength
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Strength

Comments

T6 Timetabling was very complex because groups were arriving mid-week, which resulted in increased re-formation of classes. Additional procedures to deal with this were very well handled.

T9 The DoS is available for day-to-day guidance and also prepares regular continuing professional development (CPD) sessions based on the needs and requests of the team. Cover is available for peer observations, and teachers reported how helpful they found these. The buddy system offers additional support to less experienced teachers.

T10 All teachers had been observed both by the DoS and also the AD. Teachers reported that these had been very supportive and the feedback extremely helpful. CPD sessions had been planned accordingly.

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.	Not met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	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.	Strength
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Strength

Comments

T13 The weekly schemes of work are displayed on classroom walls. However, because of mid-week class re-formations, these do not always remain accurate, and students reported that lesson contents did not follow the displayed scheme.

T15 Specific study and learning skills lessons have been added into the syllabus. Teachers are given guidance in ways to include these skills into every lesson and how to support students in their use of their notebooks.

T16 Course design has a major focus on life in the UK. There is close co-operation and liaising between the academic and activities' teams to ensure that students develop their language skills during activities and excursions. Lessons and project work focus specifically on excursion destinations.

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

T21 Teachers complete a learning outcomes report for each student. However, due to current timetabling arrangements and the re-formation of classes, teachers may need to report on students that they have only taught a couple of times or less; the report is too detailed for teachers even conferring with colleagues to be able to complete accurately.

Classroom observation record

Number of teachers seen	5
Number of observations	5
Parts of programme(s) observed	General English
Comments	
Two observations were conducted face-to-face and three were conducted remotely.	

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.	Strength
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 Teachers generally demonstrated sound knowledge of the language, and gave accurate written and spoken models. In some segments there was an emphasis on aspects of phonology.

T24 It was clear in both planning and presentation that the needs of the class and individual students had been considered. The topics chosen related to the excursions and materials were often linked to UK life and culture. There was a focus on learner training.

T25 The relevant learning outcomes were presented to students at the start of the lesson. There was a coherent sequence of activities.

T26 A variety of effective teaching techniques was seen, particularly suited to young learners.

T27 Teachers used a variety of materials and resources, including their own. In the majority of segments seen, instructions were clear, and teachers arranged the furniture, where possible, to allow a variety of interaction patterns.

T28 There was evidence of appropriate error correction and use of praise in most segments.

T29 Short tasks and whole class feedback were effective ways of evaluating whether learning was taking place.

T30 Teachers had established a good rapport with their students. Humour, personalising and nomination were effectively used to create a positive learning atmosphere.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from good to satisfactory against the criteria with most of them being satisfactory. Teachers demonstrated a sound knowledge of the language and lessons had been planned well, and in consideration of the class profile and course objectives. Learning outcomes were achieved through a coherent series of activities. Teachers used a variety of appropriate techniques and managed the resources and classroom environment well. Feedback given was generally appropriate and activities allowed learning to be evaluated. Teachers created positive learning atmospheres.

Welfare and student services

Care of students	Met
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W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Not met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Strength
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.	Strength
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.	Strength
W8 Students have access to adequate health care provision.	Met

Comments

W1 Although many systems for ensuring the safety and security of students on campus are effective, no fire drills have been conducted and none are planned.

W2 Planning for possible emergencies is good. As well as a comprehensive plan, staff are further supported through inductions as well as the use of an app designed to aid UK citizens in such situations.

W4 A policy to promote tolerance and respect is in place and is well supported by further measures such as staff training and clear codes of conduct for all.

W7 Students receive good advice on aspects of life in the UK, by way of handbooks, inductions and quizzes.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Strength
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

W9 All students have good-sized rooms with double beds, and all are ensuite.

<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

None.

<i>Accommodation: other</i>	
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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.	Strength
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Strength
W25 Any leisure programmes are well organised and sufficiently resourced.	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

W23 Students are well informed about the social and cultural life of the UK both in the information prepared for ALs, as well as during classes.

W24 The appropriacy of the leisure programme to the interests of students is ensured by communication with their representatives prior to arrival and a balanced and varied programme is offered. Students were very happy with their excursions.

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.	Strength
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.	Strength
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.	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

GIE only enrolls students under the age of 18.

S1 There is a robust safeguarding policy and procedure in place, and this is well supported by other documents such as codes of conduct and incident reporting forms.

S2 Training across the organisation is good, with two HO staff trained to specialist level, the on-site designated safeguarding person trained to advanced level, and all other staff having received face-to-face training from GIE management as well as initial training online.

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	11–12 January 2022
Last full inspection	11–12 January 2022
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Provisionally accredited
Other related non-accredited activities (in brief) by this multicentre organisation	High-School programmes and online teaching
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	November 2020
Ownership	Name of company: Greenwich International Education Ltd Company number: 13003120
Other accreditation/inspection	N/a

Premises profile

Address of Head Office (HO)	52 Abbotts Crescent, London E4 9SB
Name and location of centres offering ELT at the time of the inspection but not visited	N/a
Name and location of any additional centres not open or offering ELT at the time of the inspection and not visited	Sites not running in 2022: Brighton University, Oxford Brookes, Queen Mary London, Solent University, Portsmouth University, University of Surrey

DATA ON CENTRES VISITED

1. Name of centre	Brunel University
2. Name of centre	N/a
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	0				
17 years and under	110				
Overall total	110				
U18 programmes: advertised minimum age(s)	12				
U18 programmes: advertised maximum age(s)	17				
Predominant nationalities	Italian				

Staff profile at centres visited	At inspection				
	1	2	3	4	5
Centres					
Total number of teachers and academic managers on eligible ELT courses	7				
Total number of activity managers and staff	7				
Total number of management (non-academic) and administrative staff	2				
Total number of support staff	0				

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	2				
Academic managers without TEFLQ qualification or 3 years' relevant experience	0				
Total	2				
<i>Comments</i>					

The centre DoS was not scheduled to teach. The HO academic director is based at head office.

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				
TEFLI qualification	4				
Holding specialist qualifications only (specify)	0				
YL initiated	0				
Qualified teacher status only (QTS)	0				
Teachers without appropriate ELT/TESOL qualifications.	0				
Total	5				
<i>Comments</i>					

None.

Accommodation profile

Numbers of students in each type of accommodation at time of inspection: at centres visited	
Arranged by provider/agency	
	Adults
	Under 18s

Centres	1	2	3	4	5	1	2	3	4	5
Homestay										
Private home										
Home tuition										
Residential						110				
Hotel/guesthouse										
Independent self-catering e.g. flats, bedsits, student houses										
Arranged by student/family/ guardian	Adults					Under 18s				
Staying with own family										
Staying in privately rented rooms/flats										
	Adults					Under 18s				
Overall totals						110				

Centres	1	2	3	4	5
Overall total adults + under 18s	110				