

Organisation name	International House Newcastle
Inspection date	21–23 June 2023

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, W11 and S4 have been addressed. The required evidence was subsequently submitted.

Summary statement
<p>The British Council inspected and accredited International House Newcastle in June 2023. 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).</p> <p>This large private language school offers courses in general and professional English for adults (18+) and young people (16+), for closed groups of under 18s and vacation courses for under 18s.</p> <p>Strengths were noted in the areas of strategic and quality management, staff management, premises and facilities, academic staff profile, academic management, teaching, care of students and leisure opportunities.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

Introduction

International House Newcastle is a well-established school which offers a range of courses to adults and young learners. It is part of the International House World Organisation (IHWO) but is an independent school which the current owners took over in 2005. The senior management roles have not changed since the last inspection. The academic management team currently comprises three members of staff, led by the academic director (AD).

The inspection took place over two and a half days. The inspectors had meetings with the managing director (MD), the marketing and executive director, the AD, the DoS, the operations and compliance officer, the enrolments administrator, and sales and marketing officer. Focus groups were held with a group of teachers and with adult students. All teachers timetabled during the inspection were observed, as was the Personal Study Programme (PSP) centre. One inspector interviewed two homestay hosts and visited one residence.

Address of main site/head office

7–15 Gallowgate, Newcastle NE1 4SG

Description of sites visited/observed

The school occupies a four-storey, Grade 1 and Grade 2 listed building in the centre of Newcastle. At street level, a lobby gives access to the stairs and a central lift. On the first floor, there is a large, open-plan administrative and reception area and the student common room. Floors two and three accommodate the school's 15 classrooms. On the top floor, there is a large teachers' room that includes an office for the AD, and a self-study room, which is mainly used for the delivery of the PSP. There are toilets on each floor.

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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input checked="" 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 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 year-round general English courses for adults and young people (16 and 17-year-olds), as well as examination preparation programmes, business English and courses for groups of under 18s. A junior programme for students aged 9–17 years is also offered in summer months.

Management profile

Overall management of the school is the responsibility of the MD, supported by the AD who works closely with the DoS and the senior teachers. Operations and compliance assists senior management, while administration and sales & marketing staff report to the marketing & executive director.

Accommodation profile

The school offers homestay and residential accommodation. All homestays are on bus or metro routes and never more than 20 minutes' travelling time to the school. Other accommodation is offered in two privately owned student residences within easy walking distance of the school and Newcastle city centre. Under 18s who are not living with family or friends must stay in homestay accommodation.

Summary of inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The management of the provision operates to the benefits of the students and in accordance with the provider's stated values. Staff development and quality assurance are well managed by the provider. Publicity generally provides clear and accurate information.

Strategic and quality management and *Staff management* are areas of strength.

Premises and resources

The provision meets the section standard and exceeds it in some respects. The premises provide students and staff with a very comfortable learning and relaxation environment. A wide range of learning resources is available to students and thorough guidance is provide on resources to both staff and students. *Premises and facilities* is an area of strength.

Teaching and learning

The provision meets the section standard and exceeds it in some respects. The academic staff have a very appropriate profile for the school's teaching context. Teachers receive excellent guidance and support and courses are structured to provide benefit to students. The teaching observed met the requirements of the Scheme. *Academic staff profile*, *Academic management* and *Teaching* are areas of strength.

Welfare and student services

The provision meets the section standard. The safety and well-being of students is taken seriously, and an ethos of tolerance and respect for all is evident in the school. Pastoral care is good, provided by experienced staff. Residential and homestay accommodation provide students with an appropriate living environment. However, there was no evidence that all the necessary checks had been carried out in homestays offered. A comprehensive and well-designed leisure programme caters to the needs and interests of all the students. *Care of students* and *Leisure opportunities* are areas of strength.

Safeguarding under 18s

The provision meets the section standard. The school has a clear and comprehensive safeguarding policy and effective staff training. Supervision systems are very effective. However, suitability checks and evidence of references were not in place for all homestay hosts at the time of inspection.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Evidence

Management

Strategic and quality management	Area of strength
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.	Strength
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.	Strength

Comments

M3 Staffing is more than ample for the size of the operation. A long-standing and experienced management team provides very good leadership and consistency.

M4 Communication within the school is open and effective, with regular minuted meetings. Informative quarterly whole school meetings take place. Teaching staff praised the friendliness and availability of their managers.

M5 The school obtains feedback from all students and very effective systems are in place to ensure that this is circulated, issues are dealt with and action is logged.

M7 There is a culture of constant improvement in the school which runs through all of its operations.

Staff management and development	Area of strength
M8 The provider implements appropriate human resources policies, which are made	Strength

known to staff.	
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.	Strength
Comments	
<p>M8 All human resources policies are professional, robust and comprehensive.</p> <p>M10 Procedures for the recruitment of staff are very effective, professional and clear to staff and potential candidates.</p> <p>M11 Induction procedures are helpful and robust. New staff are engaged with prior to their start date and quickly integrated into the team.</p> <p>M13 All staff have ample opportunities for continuing professional development and there are many in-house sessions which allow cross-departmental learning and development.</p>	
Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Strength
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Not met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Strength
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	
<p>M14 Client facing staff are experienced, polite and give a very good impression of the school, which is reflected in student feedback.</p> <p>M18 Systems to ensure up-to-date records of local contact details for students are lacking.</p> <p>M19 The policy on student attendance and punctuality is very effective and there is evidence of it systematically being applied.</p>	
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.	Strength
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.	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.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	Met
Comments	
The school's publicity materials are produced by the marketing and executive director with oversight by the MD.	

They comprise a website and pages on social media. The website is considered the main source of publicity for the school.

M23 Information is very well written in accurate English. The language used is clear, plain and accessible in all areas.

M24 The minimum age for adult courses and age range for junior courses were not available on the site. This was addressed during the inspection and is no longer a point to be addressed.

M28 The school's website made an inaccurate claim about teacher qualifications. This was addressed during the inspection and is no longer a point to be addressed.

Premises and resources

Premises and facilities	Area of strength
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.	Strength
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.	Strength
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Strength
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.	Strength
Comments	
<p>P1 The premises are impressive, very clean and provide a comfortable environment.</p> <p>P3 The school's student room is large, comfortable and well equipped.</p> <p>P4 Drinking water and free hot beverages are available in the student room. There are various food outlets in the vicinity of the school.</p> <p>P6 Offices, reception and the teachers' room are all very spacious, comfortable and create a very good impression.</p>	
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.	Not 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.	Strength
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	Strength
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	
<p>P8 Course design is based on material from various coursebooks being used. However, a system to ensure copyright laws were being adhered to was not in place. This was addressed during the inspection and is no longer a point to be addressed.</p> <p>P9 All classrooms have data projectors. Classrooms and the PSP room are very well supplied with computers. All educational technology is well maintained. Immediate technical support is provided by a third party.</p> <p>P10 The school's PSP area is well equipped, staffed and provides an invaluable resource for students.</p>	

Teaching and learning

Academic staff profile	Area of strength
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.	Strength
T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Strength

Comments

T2 Two teachers do not have ELT/TESOL qualifications. Rationales detailing engagement with learning, experience and support given to these teachers were submitted and accepted in the context of this inspection.

T3 The teaching team has a wide range of experience; many teachers have been at the school for a prolonged period and have taught a wide range of courses and student profiles.

T4 Academic management is provided by a very experienced and suitably qualified team.

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.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Strength
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

T7 Good arrangements are in place for covering absent teachers, academic managers are available and a team of bank teachers can be contacted, providing cover for cover.

T9 The academic management team provides robust guidance and support to teachers of all levels of experience and teaching staff are very appreciative of the help they receive.

T10 Arrangements for the observation and monitoring of teachers are very effective. Regular observations take place and very detailed feedback and action points are given to all teachers.

Course design and implementation	Area of strength
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	N/a
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Met

Comments

All criteria in this area are fully met.

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.	Met
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Met

Comments

All criteria in this area are fully met.

Classroom observation record

Number of teachers seen	11
Number of observations	11
Parts of programme(s) observed	All

Comments

All teachers scheduled to teach during the inspection period were observed by the inspectors.

Teaching: classroom observation	Area of strength
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.	Strength
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.	Strength
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Strength
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Strength

Comments

T23 Teachers demonstrated a very sound knowledge and awareness of the use of English. Detailed analysis of potential language issues were included in lesson plans. Parts of speech were clearly marked, marking of stress and clear examples of grammatical structures were also witnessed.

T24 Course objectives and learning needs were taken into account. Some very good student profiles were produced and throughout the lessons there was an awareness of learning needs, including differentiation.

T25 Learning outcomes were expressed well and shared with students and occasionally recap was built into lesson plans. Lessons were appropriately staged and materials led on to relevant homework.

T26 A wide range of teaching techniques was witnessed including nomination, concept checking, drilling, checking understanding, reference to the virtual learning environment and elicitation. Lessons were also very well paced.

T27 Clear instructions were given and good board work was witnessed, for the most part. Teachers made competent use of technology in the classroom.

T28 Consistent error correction was carried out, including peer and self-correction. Good monitoring was witnessed throughout all lessons. There was good use of praise by teachers in most lessons.

T29 Lessons included activities and short tasks to determine whether learning was taking place.

T30 Students were fully engaged in the lessons. Teachers encouraged a positive learning atmosphere, personalised learning and displayed very good rapport with the students.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from excellent to satisfactory against the criteria, with the majority being good. Knowledge of the linguistic systems of English was sound, and all teachers were able to adapt their language to the students' level. Lesson content was highly relevant to the needs and cultural background of the students, and led to very relevant learning outcomes. In all lesson segments observed, techniques were varied and appropriate, and students were fully engaged. Appropriate feedback was generally provided to students, and there were opportunities to evaluate learning in all lesson plans seen. Teachers' sensitivity to individual and whole class needs resulted in a very positive learning atmosphere.

Welfare and student services

Care of students	Area of strength
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.	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.	Strength
W7 Students receive advice on relevant aspects of life in the UK.	Strength
W8 Students have access to adequate health care provision.	Met

Comments

W2 A clear and detailed school emergency management plan is in place covering all conceivable critical incidents; roles, responsibilities, and lines of communication in the event of an incident are explicit. Relevant parts of the plan are communicated to students at induction.

W4 Clear and supportive systems are in place to promote tolerance and respect. Information about these policies and expectations is displayed prominently throughout the school and gone over in detail with students at induction.

W6 Students receive clear and very personalised information before departure, detailing approximate costs and travelling time from point of arrival to their accommodation or the school.

W7 Students receive a wealth of useful information on relevant aspects of life in the UK. This is covered in the student handbook, the accommodation handbook, and is also communicated face-to-face during student induction.

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.	Not met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Strength
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Strength
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Strength
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met

Comments

W11 Although a schedule of visits to all homestay providers is taking place, records seen were incomplete. Evidence of fire risk assessments and Gas Safe certificates were missing from homestay providers' files.

W12 Students receive detailed information about their accommodation before arrival, including an introduction to their homestay provider and plenty of useful information about the local area.

W13 There are very effective procedures in place to resolve any problems students might have with their accommodation, including early bird feedback from students after their first night in the accommodation and again at the end of their first week. Action is taken swiftly to resolve any problems.

W14 Homestay providers are given handbooks where requirements are clearly stated. Information is clear and communication with the school is very good. Contracts with the residence used by the school are in place, and staff in the residence visited felt that the relationship with the school was excellent.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met
Comments	
All criteria in this area are fully met.	

<i>Accommodation: other</i>	
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 area is fully met.	

Leisure opportunities	Area of strength
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.	Strength
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 Excellent information is made available to students about events happening in Newcastle through social media sites and notices in the school. Assistance and advice is offered to those who want to travel independently or to attend events not part of the scheduled programme.

W24 The leisure programme offers a wide variety of activities which take into account students' backgrounds and interests. Many activities are free of charge making them accessible to as many students as possible.

W25 The leisure programme is seen as a very important part of the overall student experience of IH Newcastle and as such, is well resourced and organised. Staff working on the activities and excursions are very experienced staff who know the local area well.

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	Strength

their role with the organisation, and provides guidance or training relevant to its effective implementation.	
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.	Not met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Strength
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

At the time of the inspection there were eight students aged 16 and 17 enrolled on adult courses. This is typical of numbers year round. The school also offers a summer young learners homestay programme to students aged 12–17 and a Durham residential programme for students aged 8–17.

S1 A clear and comprehensive policy is in place detailing lines of reporting and responsibility. Information on safeguarding is displayed throughout the school and discussed at induction, making it very accessible to students. Guidance on safeguarding is given to everyone in the organisation, and to homestay hosts.

S2 The school has produced an excellent series of handbooks on safeguarding for homestay hosts, external providers and group leaders. The handbooks are updated regularly and provide very clear guidelines to all adults in contact with under 18s. All staff receive safeguarding training, as do all new homestay hosts.

S4 Although a safer recruitment policy is in place, suitability checks and evidence of references were not in place for all homestay hosts at the time of inspection.

S5 Good sensible arrangements and clear procedures are in place to ensure that attendance of under 18s is carefully monitored, absences are followed up swiftly and that under 18s do not take part in any scheduled leisure activities that might be age-inappropriate.

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	1985
Last full inspection	2018
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	Modern foreign language classes and teacher training courses
Other related accredited schools/centres/affiliates	International House schools in the UK
Other related non-accredited schools/centres/affiliates	International House schools abroad

Private sector

Date of foundation	2 August 1978
Ownership	Name of company: Northumbria International School of English Ltd Company number: 01381691
Other accreditation/inspection	ISI
Other accreditation/inspection	N/a

Premises profile

Details of any additional sites in use at the time of the inspection but not visited/observed	N/a
Details of any additional sites not in use at the time of the inspection	Durham School, Quarry Heads Lane, Durham DH1 4SZ 5 classrooms, 30 bedrooms

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	101	133
Full-time ELT (15+ hours per week) aged 16–17 years	5	38
Full-time ELT (15+ hours per week) aged under 16	0	115
Part-time ELT aged 18 years and over	2	2
Part-time ELT aged 16–17 years	3	0
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	111	288
Junior programmes: advertised minimum age	12	8
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Italian, Saudi Arabian	Italian, Saudi Arabian
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	20–25	20–25
Adult programmes: typical length of stay	20–25	20–25
Adult programmes: predominant nationalities	Saudi Arabian, Swiss, Turkish	Saudi Arabian, Swiss, Italian

Staff profile

	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	11	30
Number teaching ELT 20 hours and over a week	10	
Number teaching ELT under 20 hours a week	1	
Number of academic managers for eligible ELT courses	3	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	8	
Total number of support staff	0	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	3
Academic managers without TEFLQ qualification or three years relevant experience	0

[Type here]

Total	3
-------	---

Comments

None.

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	1
TEFLI qualification	8
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	2
Total	11

Comments

Rationales prepared for two teachers.

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	41	4
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential	33	N/a
Hotel/guesthouse	N/a	N/a
Independent self-catering e.g. flats, bedsits, student houses	N/a	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	2	4
Staying in privately rented rooms/flats	27	N/a
Overall totals adults/under 18s	103	8
Overall total adults + under 18s	111	