

Organisation name	Lewis School of English, Southampton
Inspection date	20–21 April 2022

Section standards	
Management The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
Premises and resources The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
Teaching and learning The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
Welfare and student services The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
Safeguarding under 18s There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

Recommendation
We recommend continued accreditation. However, evidence must be submitted within three months to demonstrate that weaknesses in S4 and S6 have been addressed. The required evidence was subsequently submitted.

Summary statement
<p>The British Council inspected and accredited Lewis School of English, Southampton in April 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).</p> <p>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.</p> <p>Overall, the inspection report stated that the organisation met the standards of the Scheme. However, a need for improvement in the area of academic staff profile was noted.</p>

Introduction

Lewis School of English was founded in 1976 and has been under its current ownership since 1994. Year round the school offers general English courses to adults (16+) and to groups of juniors (11–17). The organisation has separate accreditation for its residential and homestay junior courses, which run in the summer at three sites, one of which is now Lewis School. Some members of staff are employed on a year-round basis to set up and manage the summer centres and at the same time have a role in, and are based at, the adult school. Groups of junior students enrolled on off-peak courses are usually from schools and are accompanied by group leaders and their teachers. Generally junior groups have their lessons in the main school and are accommodated in local homestays. There have been no junior groups since the pandemic.

The school also offers online general English and IELTS courses, drama and storytelling courses and a certificate-level TESOL course.

The inspection, which was conducted remotely, lasted one and a half days. The two inspectors spoke to the school director, the academic manager, the welfare manager, the homestay officer, the marketing and communications manager, the head of marketing and operations, a teacher/resources manager and a second teacher/social activities organiser. One focus group meeting was held with students and one with teachers. All teachers timetabled during the inspection were observed. The inspectors viewed a video tour of the premises in advance of the inspection, and had a premises video tour during the inspection. Two homestays were visited remotely.

Address of main site/head office

30–33 Palmerston Road, Southampton SO14 1LL

Description of sites observed

The school is located in central Southampton in four adjacent houses owned by the school. The reception area, offices, classrooms, teachers' room, self-study/quiet rooms, computer room, coffee room and quiet room are located across four adjoining buildings. A courtyard garden runs across the rear of the buildings.

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 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

At the time of inspection, the school was offering 15 or 22.5 hours of general English a week. An IELTS class was also running. One-to-one classes and online classes were running, but not during the inspection days.

Management profile

The director has overall responsibility for all areas. The management team report to the director. Teachers report to the academic manager and staff in administration, welfare and marketing report to the appropriate member of the management team.

Accommodation profile

Homestay accommodation is provided for adults and under 18s. Full- and half-board options are available. There is a choice of regular or executive provision. The latter includes sole use of bathroom facilities (not necessarily ensuite).

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 and in accordance with the provider's stated goals and values, and their publicity. The structure of the organisation is well established, communication is very good and student administration is carried out efficiently and effectively. Publicity is mostly clear and accurate.

Premises and resources

The provision meets the section standard. The school building is in good condition. Classrooms are of sufficient size and there is ample space for students and staff to work and relax. There is a good range of teaching and learning resources and technology meets the needs of students and teachers.

Teaching and learning

The provision meets the section standard. Almost all teachers have appropriate ELT qualifications and are given good support to ensure their teaching meets the needs of their students but a significant proportion of teachers lack a Level 6 qualification. The academic manager has a professional profile which is well matched to the context. Course design and learner management are effective and, overall, courses are managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme. There is a need for improvement in *Academic Staff Profile*.

Welfare and student services

The provision meets the section standard. The needs of students for security, safety and information are met. The homestay accommodation provided is suitable and appropriate systems are managed effectively. Students are made aware of local social, cultural and sporting activities and events.

Safeguarding under 18s

The provision meets the section standard. Appropriate safeguarding policies are in place and relevant training is provided to staff and homestay hosts. Students are suitably supervised during lessons, social activities and while in homestay accommodation. The rules that apply to time outside class require some attention.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Evidence

Management

Strategic and quality management	Met
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Met
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Met
M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, and to ensure continuity at all times.	Met
M4 There are effective channels of communication between all involved in the ELT operation, and between the ELT operation and any wider organisation of which it is a part.	Met
M5 The provider regularly obtains and records feedback from students on all the services offered. Feedback is circulated to relevant staff and appropriate action is taken and recorded.	Met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Met
M7 The provider reviews systems, processes and practices with a view to continuing improvement. Appropriate action is taken and recorded in an annual self-evaluation.	Met

Comments

There is a clear statement describing the school's values and mission. This is made known to staff and students on the website and through handbooks and policies. The business plan has been put on hold since the pandemic but planning meetings are underway and a revised interim business plan has been created. There are realistic objectives for the continuation of the business to allow for changing circumstances. The structure of the organisation is very clear and easy to understand and communication is effective; staff felt very well informed.

Feedback is collected from students in writing, as well as through meetings and conversations. Staff feedback is collected informally and through more formal meetings and there is evidence of it being collated and analysed and of action being taken. A detailed self-evaluation document is in place and up to date.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Met
M10 There are effective procedures for the recruitment and selection of all staff.	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

Human resources policies and procedures are generally well covered and made known to staff through handbooks and contracts of employment. Recruitment and induction procedures are appropriate; however not all records sampled had the required references. The continuing professional development (CPD) record provides evidence of the school's commitment to developing staff and responding to their development needs.

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

Students commented very positively on the helpfulness and friendliness of all staff; excellent customer service is central to the ethos of the school. Pre-arrival advice and guidance is personalised and communication with prospective students is thorough. The systems for enrolment, cancellation and refunds are clear and easy to access, and records of payment and course details are up to date. Absence and lateness policies and procedures are in place. Conditions under which a student may be asked to leave the school and the complaints procedure are clearly communicated to students and agents.

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

The school website is the main medium of publicity with various downloadable brochures and booklets. The website had been relaunched shortly before the inspection and was still undergoing some amendments and changes at the time of inspection. The marketing team are using focus groups abroad to comment on the clarity and accessibility of information.

Publicity is accurate and gives rise to realistic expectations. Information is presented in clear and accessible English and information on courses is available with accompanying sample timetables. Costs of tuition and accommodation are clearly stated and the description of accommodation offered is accurate.

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 video tour of the premises sent before the inspection and the personalised tour during the inspection, show that the school premises are in a good state of repair and decoration. Students and teachers in the focus groups confirmed that it was a comfortable environment in which to study and work. Classrooms are suitable in terms of size and layout, with smaller classrooms being used for smaller groups of students. There are good facilities in place for staff and students to relax, including a well-appointed outdoor area. Signage is generally good and exits are signposted. Noticeboards are attractive and contain all required information for staff and students.

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

Comments

There is a good selection of learning resources for both students and teachers. Resources include a bank of in-house materials produced by teachers, with additional materials for staff and students available on the virtual learning environment (VLE). Technology at the school is good. Resources are reviewed through regular teacher meetings with plans to reinstate a more formal review of resources annually at the end of the summer.

Teaching and learning

Academic staff profile	Need for improvement
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Not met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Not 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

The teaching team has a range of knowledge, experience and skills well matched to the school and the students. The academic manager is TEFLQ with relevant teaching and management experience. Rationales were presented for three out of the six teachers teaching at the time of the inspection who did not have a Level 6 qualification. All three rationales showed evidence of post-school education, a wide range of appropriate teaching experience and engagement with CPD but this is an unacceptably high proportion. One teacher had an ELT qualification which does not fully meet the requirements of the Scheme.

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

Comments

The academic manager has good knowledge of the teachers' experience and skills, and teachers are matched appropriately to courses. The timetabling of students, teachers and courses is well managed. Cover arrangements are good. The teacher focus group confirmed that the academic manager is available and supportive, and it was apparent that the academic management structure also encourages teachers to support each other. There are effective systems in place for the observation and monitoring of teachers' performance.

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

Comments

Course design has a clear rationale and structure based on the 'can-do' descriptions of the Common European Framework of Reference. It is clearly communicated to teachers and students. Plans for the continuing development and evaluation of the course design had to be put on hold because of the pandemic, but work is

underway to enhance and build on the existing design by, for example, embedding study and learning strategies more explicitly into each level. Courses are reviewed in response to student and teacher feedback.

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

Procedures for the placement of students as well as the monitoring of their progress are clear and effective. Assessment is integrated into courses. Support for selecting examinations is effective, academic reports are produced at the end of each course and access to information about mainstream UK education is available.

Classroom observation record

Number of teachers seen	6
Number of observations	6
Parts of programme(s) observed	General English and IELTS

Comments

All teachers teaching face-to-face were observed. No online classes were taking place on the days of inspection.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	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 mostly gave clear, relevant examples demonstrating sound knowledge of the linguistic systems of English. Good modelling and drilling, clearly enjoyed by the students, was seen in some segments observed and an appropriate focus on register was seen in one lesson.

T24 Class profiles showed a knowledge of the students but in some cases made only brief reference to the language needs and goals of students. Lessons were well planned and content and topics were all interesting and highly relevant for students.

T25 Aims and outcomes were expressed clearly on classroom walls and on the VLE and were referenced in one of the segments seen. Plans were carefully structured and staged; the sequence of activities students were engaged in was always coherent and it was clear to students what they were learning.

T26 A good range of teaching techniques seen and used confidently including nomination, concept checking, elicitation, repetition and purposeful questioning.

T27 In some classes effective use was made of the whiteboard, with different areas marked out for different language features. Pair work was well managed and grouping and regrouping of students seen in some classes. In one class observed there was very purposeful use of materials and the teacher prompted and stretched students to encourage self-discovery.

T28 Teachers generally monitored language well, gave positive and encouraging feedback and there were examples of correction being handled well, often in the flow of the lesson. A range of techniques was used including self, peer and teacher correction.

T29 Tasks and activities to check whether learning was taking place were an integral part of most lessons seen, seeming to occur naturally though clearly well-planned. Teachers often made reference to work covered previously.

T30 Teachers knew their students very well and were able to engage and motivate as well as challenge them.

Rapport was good and students were clearly enjoying the lessons and learning.

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 good. The teachers demonstrated sound grammatical awareness and provided good models of the language. Lessons had been planned with knowledge of students, though class profiles could have shown more analysis of the learning needs of students. The techniques used were appropriate, and resources were managed very effectively. The teachers had given thought to the evaluation of learning, gave constructive feedback to learners and created a very positive learning atmosphere.

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.	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.	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

Risk assessments and emergency planning are in place to ensure that the safety and security of students are met. However, the fire risk assessment indicated fire drills should be done annually and none had been completed since the school reopening in August 2021. When this was raised by inspectors a fire evacuation was conducted with an additional fire evacuation scheduled before the summer. Evacuation procedures were also satisfactorily reviewed in light of feedback from the inspectors, and this is no longer a point to be addressed. Students receive detailed inductions and comprehensive pastoral care systems and procedures are in place. Information about travel and relevant aspects of life in the UK are made known to students.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met

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

Comments

Students in homestay accommodation at the time of the inspection were very happy with the services provided by their hosts. The school has appropriate systems in place and provides suitable homestay accommodation to students. Relevant information about their homestays is sent to students in advance and the welfare manager and homestay officer are on hand to resolve any problems.

<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 subsection 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 relevant criterion in this subsection is fully met.

Leisure opportunities	
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Not met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met

Comments

Students receive information about local social, cultural and sporting activities through the school website, noticeboards and from the activity organiser. At the time of the inspection, a reduced programme of activities was on offer but students expressed their positive satisfaction at what was available. Relevant risk assessments have been conducted but some did not include information on how to respond to situations where students are at risk. Management made changes to the documents during the inspection, so this is no longer a point to be addressed.

Safeguarding under 18s

Safeguarding under 18s	
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met

S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Not 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.	Not 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

There was only one student under 18 studying at the school at the time of the inspection. A small number of 16 and 17-year-olds attend open enrolment adult courses. Closed groups of under 18s attend short courses throughout the year and have their own tailored programmes.

The school has a comprehensive safeguarding policy and both staff and homestay hosts receive appropriate training. Parents or guardians complete a parental consent form for individual students on adult course and agents usually take responsibility for collecting information on closed groups. Safer recruitment procedures are generally followed; however, not all records sampled had the required references. The recently revised homestay provider reference template now checks hosts' suitability to accommodate under 18s. Arrangements for the supervision of students in lessons is appropriate and guidance on returning to the homestay after lessons or activities is included in various documents. However, there is no single clear set of rules shared with parents, group leaders and hosts (including the time students are expected to return for meals and at night) to ensure these rules are understood and adhered to.

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	1989
Last full inspection	2017
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	Externally validated pre-service ELT training course. Online drama / storytelling courses
Other related accredited schools/centres/affiliates	Lewis School of English multcentres
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	1976
Ownership	Name of company: Lewis Schools Ltd Company number: 03312844
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	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	29	120
Full-time ELT (15+ hours per week) aged 16–17 years	1	5
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	2	0
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	32	125
Junior programmes: advertised minimum age	11	11
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Italian	Italian
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	18–36	18–36
Adult programmes: typical length of stay	12 weeks	6 weeks
Adult programmes: predominant nationalities	Saudi Arabian	Saudi Arabian

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	6	12
Number teaching ELT 20 hours and over a week	2	
Number teaching ELT under 19 hours a week	4	
Number of academic managers for eligible ELT courses	1	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	6	
Total number of support staff	1	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	1
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	1
Comments	

The academic manager was timetabled for cover only during the week of inspection.

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	1
TEFLI qualification	4
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	1
Total	6
Comments	
One teacher did not have an appropriate ELT qualification.	

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	13	1
Private home	0	0
Home tuition	0	0
Residential	0	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	2	0
Staying in privately rented rooms/flats	16	0
Overall totals adults/under 18s	31	1
Overall total adults + under 18s	32	