

Organisation name	LSI London
Inspection date	4, 5 June and 1 August 2024

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 safe, 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 with a spot check next summer focusing on strategic and quality management, accommodation and safeguarding under 18s.

Summary statement

The British Council inspected and accredited LSI London in June and August 2024. 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 large private language school offers courses in general English for adults (18+) and young people (16+) and for closed groups of under 18s and vacation courses for under 18s.

The inspection report noted a need for improvement in the areas of strategic and quality management, accommodation and safeguarding under 18s.

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

Introduction

Language Studies International (LSI), London Central is the oldest of three accredited LSI schools in the UK. The schools form part of the LSI group, which has centres in seven countries around the world. The headquarters of the LSI group is based across two London sites, at LSI London Central, and at LSI Independent College, a sixth form in Hampstead.

Since the last inspection, the school's management team has changed significantly. A new school director, accommodation and student services officer, student services co-ordinator and academic managers have been appointed. In addition, the marketing team for LSI Group and Home Language International (HLI), part of the LSI Group, have moved offices in London Central. The majority of classrooms on the fourth floor of the school's premises have been converted to offices.

The inspection was carried out in two parts. The first part took place over two days in June when year-round programmes were running and was carried out by two inspectors. The inspectors had meetings with the school director, academic director, assistant academic director of studies, LSI Education deputy managing director, school and student services co-ordinator, accommodation officer and the student services co-ordinator. Focus group meetings were held with students and with teachers. Eight teachers teaching in the week of the inspection were observed. One inspector visited three homestays virtually.

The second part of the inspection lasted one day and was carried out by one inspector. Meetings were held with the school director, assistant academic director of studies, LSI education deputy managing director, the school and student services co-ordinator, senior activity leader, student services manager, Hampstead campus manager, activity programme co-ordinator and the director of junior programmes. The focus was on the summer junior programmes in Central London and at the Hampstead satellite school. The inspector visited both sites and the London Central residential accommodation.

Address of main site/head office

9–21 Ridgmount Street, London WC1E 7AH

Description of sites visited/observed

The school is located in a six-storey Victorian building situated in central London, close to the British Museum. The main entrance is on the ground floor and opens onto a side street. The front window by the entrance allows students to see into the reception area of the school where the school management team are located in an open-plan office behind the reception desk. There are 13 teaching rooms in the building, and a student lounge. Toilets are located on all floors except the ground floor.

The Hampstead summer school takes place at LSI Independent College (13 Lyndhurst Terrace, London NW3 5QA), a five-storey Victorian building in Hampstead with ten classrooms on a quiet street, two minutes' walk from Hampstead High Street. There is a large garden, allowing for student relaxation and recreation. As the site is used as a sixth-form college, there are also art and science facilities.

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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content and language integrated learning (CLIL)	<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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

The school offers general English courses (20, 24 or 30 classes of 50 minutes – 16.7, 20 and 25 hours per week) year-round for students aged 16+, closed-group courses for juniors, nine-day compact courses and mini-group

courses for business students, a special activity programme for students aged 40+, and one-to-one teaching. The school also offers specialised English courses, including English for Medicine and English for Law.

In the summer, junior courses are offered for ages 12–17 at Hampstead and at London Central for groups and individuals. During the summer, there is also a junior programme available in Hampstead for ages 6–11.

Management profile

Day-to-day operations at the school are managed by the school director and academic director along with two part-time assistant academic directors. The on-site team is supported by the LSI group's deputy managing director and head of UK junior programmes. The managing director/proprietor of the group, based at the Hampstead school, has general oversight of operations.

The summer programmes in London are overseen by the London Central school director, with junior programme managers appointed in Hampstead and in London Central.

Accommodation profile

Half-board homestay accommodation is offered in single or twin rooms. The school has approximately 60 homestays no more than 60 minutes from the school. At peak times an external agency registered with the British Council may be used. Adult students can book self-catering single ensuite rooms in five different residences run by external providers. During the summer, the school provides accommodation for under 18s in university residential accommodation a ten-minute walk from the London Central premises.

At the time of the first inspection 15 homestays were in use, one of which was hosting an under 18. In addition, four students were in two different residences.

At the time of the second inspection there was a total of 71 students in homestay and 14 students aged under 18 were staying in a university residence. There were ten adult students in a separate residence.

One inspector visited three homestays remotely during the first inspection, and one inspector visited the under 18s student residence during the second inspection.

Summary of inspection findings

Management

Overall, the provision meets the section standard. In general, the management operates to the benefit of the students and in accordance with the provider's goals and values, and their publicity. However, there is insufficient provision in place for the management team to cover absences effectively. Student administration is carried out efficiently. There is a need for improvement in *Strategic and quality management*.

Premises and resources

The provision meets the section standard. The premises provide students and staff with a secure, safe and appropriate 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 where needed.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Course design and learner management are effective. Teachers receive appropriate support, and the courses are managed to provide benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

Overall, the provision meets the section standard. Students' pastoral care and student services are generally well managed. However, while accommodation is of a generally good standard procedures for identifying students' problems are not adequately effective, and some information provided to students is insufficient. Leisure activities offered are appropriate for the needs of the students. There is a need for improvement in *Accommodation*.

Safeguarding under 18s

Overall, the provision meets the section standard. The administration team is appropriately qualified, and staff receive training. Overall, the school provides its under-18 students with appropriate care. However, a number of staff references are missing, and parents' consent and permission forms do not contain sufficient information. There is a need for improvement in *Safeguarding under 18s*.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Evidence

Management

Strategic and quality management	Need for improvement
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.	Not 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.	Not met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Not 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 There are insufficient staff to support the level of provision in the summer programme. Staff support and well-being have been adversely affected by a lack of cover for some roles.
M5 While there are records of student feedback for year-round provision, there is no evidence of feedback being recorded or acted upon in the summer junior programme.
M6 There are no records of the provider seeking and recording feedback from all staff.

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 ensures that these are up to date.	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, for highlighting good performance, 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 (CPD) of all staff to meet the needs of the individual, the students and the organisation.	Met

Comments

M10 A number of copies of certificates on file are not signed or dated.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide good 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.	Strength
M16 There are clear systems in place to enrol students effectively and maintain accurate information about student payment and course details. This information is readily accessible to relevant staff.	Met

M17 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
M18 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
M19 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M20 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about who to see about problems and how to make a complaint.	Met

Comments

M14 The student focus groups and feedback indicated that staff are consistently helpful and courteous and provide excellent levels of customer service.

M15 Comprehensive pre-course information is provided for students, providing excellent guidance and advice ahead of their arrival about the UK, London and the school.

M17 Some student records do not include next of kin or other emergency contact details.

Publicity	Met
M21 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
M22 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M23 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M24 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M25 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
M26 Publicity gives an accurate description of any accommodation offered.	Met
M27 Descriptions of staff qualifications are accurate.	Met
M28 Claims to accreditation are in line with Scheme requirements.	Met

Comments

Publicity consists of the website, a brochure and price list and a social media presence. The website is the main medium of publicity, while the brochure is available upon request and shared with education tour operators.

All criteria in the area above are fully met.

Premises and resources

Premises and facilities	Met
P1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
P2 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
P3 Classrooms and other learning areas provide a suitable study environment.	Met
P4 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display or sharing of general information.	Met
P6 There is sufficient space for all staff, for work, meetings, relaxation and the storage of personal possessions.	Met

Comments

All criteria in this area are fully met.

Learning resources	Met
P7 There are sufficient learning resources for classroom use 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 Students have access to resources for independent learning, relevant to their learning aims and expectations.	Met
P11 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met
Comments	
All criteria in this area are fully met.	

Teaching and learning

Academic staff profile	Met
T1 There is a clear recruitment and support policy for the academic team relevant to the stated course objectives and student profile.	
T2 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	
T3 The teaching team has ELT/TESOL qualifications, general level of education, experience, knowledge and skills relevant to the courses they are teaching.	
Comments	
The academic staff team has a professional profile (qualifications and experience) that is appropriate to the school's context. The recruitment and support policy is effectively devised and implemented in line with the stated course objectives and the student profile.	

Academic management	Met
T4 Teachers are matched appropriately to courses and there are effective procedures for the appropriate timetabling of students, courses and classrooms.	Met
T5 There are formalised arrangements for covering for absent teachers which are satisfactory to students and staff.	Met
T6 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T7 There are effective arrangements for the academic induction of new teachers appropriate to their needs.	Met
T8 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T9 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager based on clear standards known to teachers.	Not met
T10 There are effective procedures to ensure the continuing professional development (CPD) of all teachers to meet the needs of the individual teachers, the students, and the organisation.	Met
Comments	
T9 Summer programme teachers have not been observed by a TEFLQ academic manager.	

Course design and implementation	Met
T11 The course design is comprehensive and is based on the provider's stated approach to learning or educational philosophy, and is appropriate to the learning context.	Met
T12 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Not met
T13 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T14 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students and referred to in class.	Met
Comments	
T12 Courses do not include sufficient strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	

Learner management	Met
T15 There are effective procedures for the correct placement of students, appropriate to their level and age.	Not met
T16 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T17 Students are helped to identify their learning needs and receive support to meet course objectives.	Met
T18 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests. Students wishing to progress to mainstream UK education have access to relevant information and advice.	Met

Comments

T15 Placement procedures do not consistently ensure that class composition is consistent and appropriate to the student's age and language level. A number of students in the focus group and in written feedback complained that they had been placed in the incorrect class for their level.

Classroom observation record

Number of teachers seen	8
Number of observations	8
Parts of programme(s) observed	General English, skills and exams classes.

Comments

All eight teachers working during the week of part one of the inspection were observed.

Teaching: classroom observation	Met
T19 Teachers produce accurate models of spoken and written English; they provide clear explanations and relevant examples of language and usage, that are appropriate to the aims of the lesson and suitable for the students' level.	Met
T20 The content of the lessons is based on the overall course objectives and takes into account the differing students' needs and backgrounds.	Met
T21 The intended learning outcomes of lessons are made known to students, and are achieved through an appropriate sequence of activities.	Met
T22 Teaching techniques used are appropriate to the focus of the lesson, to the context, and to the needs of the group and individual learners.	Met
T23 Teachers enhance learning by effectively managing the classroom environment and teaching and learning resources.	Met
T24 Students receive and benefit from appropriate and timely feedback on their performance during the lesson.	Strength
T25 Lessons include activities for teachers and students to evaluate whether learning is taking place.	Met
T26 Teachers promote a positive and inclusive learning atmosphere and students are engaged in the lesson.	Met

Comments

T19 The language used by teachers for illustration, explanation and exemplification was appropriate for the students' level and provided clarity. Models of pronunciation were effective, and there was a clear focus on the target language.

T20 In the majority of cases, lesson plans identified and took into account students' needs and backgrounds and matched them effectively with course objectives.

T21 Plans included clearly stated learning outcomes and aims, and in stronger segments, these were effectively shared with students in an engaging way. There was a clear link between learning outcomes and the activities planned for the lessons.

T22 In general, there was confident use of a range of techniques, including drilling, correction, clear instructions, questioning and prompting. These techniques resulted in language being learnt and practised in an engaging way.

T23 Teachers were competent in their use of technology and resources. The classroom environment was well managed, and most teachers varied the classroom set up and student seating to create a dynamic study environment.

T24 Students received consistently useful feedback during lessons. There was an excellent range of correction techniques used to good effect, as well as excellent monitoring and use of praise by teachers.

T25 All lessons were well structured and there was a clear impetus for students to demonstrate what they had learned before moving on in the lesson. Stronger classes included explicit opportunities for students to reflect on their learning.

T26 In general, teachers were personable, friendly, professional, respectful and inclusive, resulting in high levels of engagement. Stronger classes included high levels of personalisation.

Welfare and student services

Care of students	Met
W1 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
W2 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
W3 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
W4 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W5 Students receive advice on relevant aspects of travel to and life in the UK.	Met
W6 Students have access to adequate health care provision.	Met
Comments	
All the criteria in the above area are met.	
Accommodation (W7–W18 as applicable)	Need for improvement
All accommodation	
W7 Students have a comfortable living environment throughout their stay.	Met
W8 Arrangements for cleaning and laundry are satisfactory.	Met
W9 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W10 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Not met
W11 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Not met
W12 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W13 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met
Comments	
W10 Information sent to students booking homestays is useful and accurate. However, the information sent to students booking residence accommodation is insufficiently comprehensive. Some students in the residence thought they would have ensuite bathrooms, when this is not the case.	
W11 Students complete an initial online feedback form but issues arising are not followed up proactively.	
Accommodation: homestay only	
W14 Homestay hosts comply with the agreed terms and conditions for student placements.	Met
W15 Homestay placements encourage students to use English.	Met
W16 Hosts ensure that there is an adult available to receive students on first arrival.	Met
Comments	
All the criteria in the above area are met	
Accommodation: other	
W17 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Not met

W18 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a
Comments	
W17 No information is given regarding private rented accommodation.	
Leisure opportunities	Met
W19 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
W20 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W21 Any leisure programmes are well organised and sufficiently resourced.	Not met
W22 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
W23 Staff supervising sporting and leisure activities on or off-site have appropriate experience, support and training.	Met
Comments	
W21 The leisure programme is not under the direction of a named person.	

Safeguarding under 18s

Safeguarding under 18s	Need for improvement
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Not met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	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.	Met
S7 There are suitable arrangements for the accommodation of students.	Not 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	

During the June inspection there was one 17-year-old student enrolled on an adult course. During the August inspection, there were 78 six to 17-year-olds enrolled at Hampstead and London Central.

S3 The parental consent form does not make clear the need for specific, written, permission if a student wishes to have weekends or overnights away.

S4 At the time of both inspections a number of staff members did not have a second reference.

S7 In cases where students are living with family members or friends, the school does not consistently ensure that it knows the identity of adults who are responsible for them.

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	1999
Last full inspection	2019
Subsequent checks/visits (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	LSI Cambridge and LSI Brighton
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	April 1965
Ownership	Name of company: LSI Education Ltd Company number: 00846983
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	N/a

Student profile

Student profile	At inspection		Estimate at peak
	June	August	July
ELT/ESOL students (eligible courses)			
Full-time ELT (15+ hours per week) 18 years and over	58	110	141
Full-time ELT (15+ hours per week) aged 16–17 years	1	36	60
Full-time ELT (15+ hours per week) aged under 16	0	42	91
Part-time ELT aged 18 years and over	0	0	7
Part-time ELT aged 16–17 years	0	0	0
Part-time ELT aged under 16 years	0	0	0
Overall total ELT/ESOL students shown above	59	188	299
Adult programmes: advertised minimum age	16		16
Adult programmes: typical age range	16–55		16–66
Adult programmes: typical length of stay	4 weeks	12 weeks	4 weeks
Adult programmes: predominant nationalities	Brazilian, Colombian, Saudi Arabian		Brazilian, Turkish
Junior programmes: advertised minimum age	N/a	6	6
Junior programmes: advertised maximum age	N/a	17	17
Junior programmes: typical length of stay	N/a	2 weeks	2 weeks
Junior programmes: predominant nationalities	Romanian, Japanese		Turkish, Argentinian, Brazilian

Staff profile	At inspection		Estimate at peak
	June	August	
Total number of teachers on eligible ELT courses	6	17	18
Number teaching ELT 20 hours and over a week	2	7	
Number teaching ELT under 20 hours a week	4	10	
Number of academic managers for eligible ELT courses	3	3	3
Number of management (non-academic) and administrative staff working on eligible ELT courses	3	11	
Total number of support staff	1	2	

Academic manager qualifications profile

Profile at inspection		
Professional qualifications	Number of academic managers	
TEFLQ qualification and at least three years' full-time relevant teaching experience	2	0
Academic managers without TEFLQ qualification or three years' relevant experience	1	3
Total	3	3

Comments

June/July: Academic director covers if a teacher is absent. Assistant academic directors teach, one teaching 25 hours a week, and the other 8.3 hours in the week of the inspection.

August: ADoS London Central and Hampstead is available for cover. Other ADoS Central London teaches 8.3 hours per week.

Teacher qualifications profile

Profile in week of inspection		
Professional qualifications	Number of teachers	
	June	August
TEFLQ qualification/profile	1	5
TEFLI qualification	7	11
A TEFL portfolio in progress	0	0
Non-ELT-related qualified teacher status only (for short courses for under 18s)	0	0
Holding specialist qualifications only (for ESP/CLIL)	0	0
Alternative professional profile	0	3
Total	8	19

Comments

Includes two members of the academic management team.

Accommodation profile

Number of students in each at the time of inspection (all students on eligible courses)				
Types of accommodation	Adults		Under 18s	
	June	August	June	August
<i>Arranged by provider/agency</i>				
Homestay	20	34	1	37
Private home	0	0	0	0
Home tuition	N/a	N/a	N/a	N/a
Residential	4	10	0	14
Hotel/guesthouse	0	0	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	0	0	0
<i>Arranged by student/family/guardian</i>				
Staying with own family	0	0	0	27
Staying in privately rented rooms/flats	34	66	0	0

Overall totals adults/under 18s	58	110	1	78
Overall total adults + under 18s	June: 59; August: 188			

Items requiring early action

Evidence must be submitted within three months to demonstrate that weaknesses in Management, Welfare and student services and Safeguarding under 18s have been addressed (or, in the case of points relating to the summer school, will be addressed before the start of the next course).