BRITISHCOUNCIL

Organisation name	Mill Hill Summer School, London
Inspection date	22–23 August 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 W2, W26 and S3 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited Mill Hill Summer School, London in August 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).

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.

Overall, the inspection report stated that the organisation met the standards of the Scheme. However, a need for improvement in the area of publicity was noted.

Introduction

Mill Hill Summer School first ran in 2016 and is part of the Mill Hill boarding school, which, in turn, is part of the larger Mill Hill School Foundation which offers education to students aged between 3 and 18. The summer school is intended for students who will be joining British boarding schools as well as for those wishing to take part in a short summer or spring language course. The school was first accredited in August 2017.

This compliance-only inspection, part of which was conducted remotely, took a day and a half.

Meetings were held with the director of international pupil recruitment and the short courses manager. One inspector visited the premises and inspected one student residence. All teachers timetabled during the inspection were observed. Focus group meetings were held with teachers and students.

Address of main site/head office

The Mount, Mill Hill International School, Milespit Hill, London NW7 2RX

Description of sites visited/observed

The school is situated to the north of London, approximately an hour away by public transport. The premises comprise a teaching centre at Mill Hill International School as well as a dining room and accommodation at the Mill Hill School, located a 10-minute walk away. There are two buildings at the teaching centre, with five classrooms in use at the time of inspection. There is also a sports field and indoor sports centre at the international school, although the sports centre was being renovated at the time of the inspection.

Course profile	Year	round	Vacatio	on only
	Run	Seen	Run	Seen
General ELT for adults (18+)				
General ELT for adults (18+) and young people (16+)				
General ELT for juniors (under 18)			\boxtimes	\square
English for academic purposes (excludes IELTS preparation)				
English for specific purposes (includes English for Executives)				
Teacher development (excludes award-bearing courses)				
ESOL skills for life/for citizenship				
Other				
Commente				

Comments

The school offers project-based general English courses.

Management profile

The school is managed by the director of international pupil recruitment, who is assisted by the short courses manager and senior teacher.

Accommodation profile

The international summer school students are accommodated in four of the houses used year round by the school. There are single, double and triple rooms with shared areas for toilets and showers. In three of the four houses, boys and girls sleep on separate floors with seven residential staff over the two floors, and there is a shared common room, a TV room and a kitchen. The fourth smaller house is for girls only. It has similar staff-student ratios and facilities. At the time of the inspection, as numbers had decreased, only two houses were in use, the smaller house and one other.

Summary of inspection findings

Management

Report expires 31 March 2028

Overall, the provision meets the section standard. In general, the management of the provision operates to the benefit of students. Some processes, such as the collection of student feedback, the formalisation of staff appraisals and the recording of complaints are insufficient. Weaknesses in publicity need to be addressed. There is a need for improvement in *Publicity*.

Premises and resources

The provision meets the section standard. The premises provide staff and students with a comfortable environment. Appropriate learning resources are available. Educational technology is present in the classrooms, however, it is not maintained effectively and teachers do not receive adequate training in its use.

Teaching and learning

The provision meets the section standard. The academic staff has a professional profile appropriate to the context. Teachers receive sufficient support to guide students effectively. Courses lack structure but still manage to provide benefit to the students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. Generally, care is taken by staff to meet the needs of students for security, pastoral care, and local information. However, the Mill Hill Foundation emergency plan has not been adapted for sharing with staff and students on the summer programme. Residential accommodation is of a good standard, and the management of the accommodation systems works to the benefit of students. A very wide range of leisure activities both on and offsite are available to students. Staff-student ratios are good. Risk assessments for sports and activities are generic, and so fail to identify the specific risks attached.

Safeguarding under 18s

The provision meets the section standard. Generally, there are appropriate policies and provision for the safeguarding of students within the organisation and in the leisure activities and accommodation provided. However, the parental consent form does not include information about some unsupervised free. The school attaches importance to the training of all staff, and there are good systems in place for supervision.

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.	Not 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
Commente	

Comments

There is an explicit statement describing the school's goals and values, along with clear objectives for the school's future plans. The staffing structure is clear and sufficient for the number of students. Communication is effective throughout the school. Although feedback is sought from students, initial feedback is requested too late to capture settling in issues. Staff feedback is collected, and the school reviews its systems, processes and practices on a yearly basis.

Report expires 31 March 2028

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.	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.	Not 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	

Staff management systems are generally appropriate. Job descriptions are in place for all staff. Human resources, recruitment and induction procedures are adequate. Continuing professional development is available to all staff. However, staff appraisal systems are not formalised.

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.	Not met

Comments

Feedback indicated that students were very happy with the customer service provided and the information they received before and during their stay. Programme and course information is clear and the welcome pack reiterates essential information. The international pupil recruitment director handles the enrolment and registration processes, with help from temporary staff and the main school administrative team at pressure points. Records are accurate and up to date. Attendance is not problematic as all students are on campus and are closely monitored, but any absences are followed up swiftly. Complaints procedures are clearly laid out in information for all stakeholders, but a central record is not kept.

Publicity	Need for improvement
M22 All publicity and information is accurate for example, the main sports hall was being renovated at the time of the inspection and alternative facilities were not available for use by international students.	Not met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Not met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Not met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	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.	Not 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

Publicity consists of the website and an electronic brochure.

Certain wording on the website gives rise to unrealistic expectations about the school's facilities, for example, the main sports hall was being renovated at the time of the inspection and alternative, equivalent facilities were not available for use by international students. Some of the language used in publicity is at a level which makes it inaccessible to learners at B1. Information on course objectives is not available. Information on costs is clear, as is the description of accommodation, staff qualifications and accreditation. Insufficient information is provided on safeguarding under 18s and details of unsupervised time are not made available.

Premises and resources

Premises and facilities	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Met
P2 Classrooms and other learning areas provide a suitable study environment.	Met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met

Comments

The premises are in a good state of repair, cleanliness and decoration. Classrooms are adequate in size and number and there is ample space for students and staff for relaxation and the consumption of food. Signage is clear and free drinking water is made available.

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.	Not met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	N/a
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met
Commonts	

Comments

There are sufficient resources for learning and teaching, as well as a policy for reviewing them. Educational technology is available in the classrooms, although teachers do not receive appropriate training in the use of the technology and experience delays in issues being fixed.

Teaching and learning

Academic staff profile	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Met

T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.	Met
T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Met

The academic staff profile is appropriate. The director of international pupil recruitment is TEFLQ with relevant experience. Rationales were submitted for the short courses manager, who does not have a Level 6 qualification and is not TEFLQ. Both were accepted in the context of this inspection, as the rationales detailed the postholder's appropriate experience and the support they were provided, and there is a clear division of overall responsibilities for the academic management of the school.

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.	Not met
Common to	

Comments

Academic management is generally appropriate. Arrangements for timetabling classes, matching teachers to levels and covering absent staff are all effective. Courses are designed to incorporate continuous enrolment. Not all observations are carried out by a TEFLQ academic manager.

Met
Not met
Met
Met
Met
Not met
Met

Comments

The courses are project based and lead to a presentation after each two-week programme. Course design lacks sufficient detail and does not include strategies that support independent learning. Course material is regularly reviewed. Information given to students is adequate. Courses help students develop their language skills outside the classroom and the majority of subject-based lessons encourage the acquisition of language.

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
Commente	

All criteria in this area are fully met.

Classroom observation record

Number of teachers seen	5
Number of observations	5
Parts of programme(s) observed	General English
Comments	

All teachers timetabled at the time of inspection were observed.

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.	Not met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of	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	

Comments

T23 Teachers showed sound knowledge and use of language for the most part. Explanations were clear in the majority of lessons.

T24 The majority of lessons had detailed lesson plans with good student profiles and reference to learning styles. In some lessons, student learning needs were identified but not reflected in learning outcomes.

T25 Lesson aims were shared with students in most lessons, however, these were generally expressed as teaching aims or as a sequence of activities rather than as learning outcomes.

T26 A range of teaching techniques was witnessed, including elicitation, concept checking, nomination and drilling. Some lessons, however, were overly teacher led.

T27 Teachers generally gave clear instructions and demonstrated competent use of audio-visual equipment, including dealing with technology failing.

T28 Students received good and consistent feedback. Correction was present in the majority of lessons and instances of peer correction were also seen.

T29 Lessons which included a specific language focus included activities to assess if learning was taking place. T30 Teachers created a positive learning atmosphere in all the lessons and students were engaged throughout.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to unsatisfactory against the criteria, with the majority being satisfactory. Teachers demonstrated sound knowledge of the English language. Lessons were generally well prepared and made reference to teachers' knowledge of their students' learning needs and styles. However, lesson aims were not normally expressed as learning outcomes. Teaching techniques were appropriate and teachers managed their classrooms well. Students benefited from consistent feedback and a

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures _ appropriate to their age and background, and the location.	Met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Not 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	

Safety, security and pastoral care at Mill Hill are considered priorities. Good security measures are in place, and all students carry the emergency contact number on their lanyards and phones. Students' welfare needs are fully met, including a clear focus on mutual respect. There is a comprehensive Mill Hill Foundation plan for dealing with major incidents both on and offsite, but this is not summarised in student and staff welcome packs and handbooks or covered at induction. Students receive clear information on transport to the school, and advice on relevant aspects of life in the UK. Access to health care is satisfactory.

Accommodation (W9–W22 as applicable)	Met
All accommodation	
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.	N/a
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met
Comments	

Student feedback, both written and oral, indicates a high level of satisfaction with both the residential accommodation and the meals. The wider Mill Hill Foundation has a comprehensive system for assessing and checking safety measures, and any issues raised by students are dealt with promptly. Rules are explicit and enforced.

Accommodation: homestay only	
W16 Homestay hosts accommodate no more than four students at one time.	N/a
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	N/a

W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	N/a
W19 English is the language of communication within the homestay home.	N/a
W20 Hosts ensure that there is an adult available to receive students on first arrival.	N/a
Comments	

None.

Accommodation: other	
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	N/a
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a
Comments	

None.

Leisure opportunities	Met
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	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	

The activity programme, which consists of two one-day excursions weekly, and daily afternoon and evening activities in-house, is wide ranging. It exploits the variety that London and the south have to offer, as well as the sporting and creative arts facilities that the campus supports. It is age appropriate and designed to accommodate the students' varied interests and needs. Activity leaders, who are managed by the short courses manager, are health and safety trained. Staff-student ratios are good. However, risk assessments for sports and activities are generic, and so fail to identify the specific risks attached.

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.	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.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Met
S7 There are suitable arrangements for the accommodation of students.	Met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met

All the students are under 18.

The Foundation's safeguarding policy outlines comprehensive procedures; the safeguarding lead, the director of international pupil recruitment, is named. The policy has been succinctly summarised into safeguarding guidelines for the summer school. Safeguarding procedures are widely available to staff in handbooks and feature in many documents, including job descriptions and HR documentation. All staff are safeguarding trained to a level appropriate to their responsibilities. The parental consent form asks for permissions for a wide range of eventualities, including medical issues, but fails to include permission for students 15+ to be unmonitored in their free time on excursions, and for all age groups to be unaccompanied when moving between Mill Hill International and the dining hall, which involves use of a public road. Otherwise, supervision and safety of students during lessons and in activities on and offsite, as well as safer recruitment, are in place. Contact systems between the school and parents are robust.

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	2017
Last full inspection	2017
Subsequent spot check (if applicable)	2018
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	Mill Hill International School. Year-round programmes
centre	for 12–17 year old pupils with entry into Year 9, Year 10 and Year 11.
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	Mill Hill School

Private sector

Date of foundation	2016 (Summer School)	
Ownership	Name of company: The Mill Hill School Foundation	
	Company number: 3404450	
Other accreditation/inspection	ISI	
Premises profile	·	
Details of any additional sites in use at the time of the	N/a	
inspection but not visited		
Details of any additional sites not in use at the time of	N/a	
the inspection and not visited		

Student profile	At increation	In peak week: July
· · · · · · · · · · · · · · · · · · ·	At inspection	III peak week. July
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	0	0
Full-time ELT (15+ hours per week) aged 16–17 years	11	29
Full-time ELT (15+ hours per week) aged under 16	42	84
Part-time ELT aged 18 years and over	0	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	53	113
Junior programmes: advertised minimum age	12	12
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Chinese, German, Japanese, Slovenian	Argentinian, Chilean, Chinese, Italian, Japanese, Kazakh
Adult programmes: advertised minimum age	N/a	N/a
Adult programmes: typical age range	N/a	N/a
Adult programmes: typical length of stay	N/a	N/a
Adult programmes: predominant nationalities	N/a	N/a

Staff profile	At inspection	In peak week
Total number of teachers on eligible ELT courses	5	10
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 20 hours a week	5	
Number of academic managers for eligible ELT courses	2	3
Number of management (non-academic) and administrative staff working on eligible ELT courses	2	
Total number of support staff	11	

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	1
Total	2
Comments	

Neither academic manager was scheduled to teach the week of the inspection.

Teacher qualifications profileProfile in week of inspectionProfessional qualificationsTEFLQ qualificationTEFLI qualificationHolding specialist qualifications only (specify)

Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	5
Comments	

Number of teachers

2

3

None.

Report expires 31 March 2028

Accommodation profile

Number of students in each at the time of inspection (all	students on eligible courses)	
Types of accommodation	Adults	Under 18s
Arranged by provider/agency		
Homestay	N/a	N/a
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential	N/a	53
Hotel/guesthouse	N/a	N/a
Independent self-catering e.g. flats, bedsits, student houses	N/a	N/a
Arranged by student/family/guardian		
Staying with own family	N/a	N/a
Staying in privately rented rooms/flats	N/a	N/a
Overall totals adults/under 18s	N/a	53
Overall total adults + under 18s	53	

Post MA