

Organisation name	UK Guardians, head office Christchurch, Dorset
Inspection date	29–30 October 2020
Supplementary inspection date	25–26 July 2022

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

Recommendation

We recommend accreditation with a spot check in the first 12 months when vacation courses are running. However, evidence must be submitted within three months to demonstrate that weaknesses in S4 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited UK Guardians Christchurch in October 2020 and July 2022. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This private language teaching organisation offers courses in general English for closed groups of adults (18+) and under 18s, and vacation courses for adults (18+) and under 18s.

Strengths were noted in the areas of teaching and leisure opportunities.

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

Introduction

UK Guardians (UKG) is an educational support company offering student guardianships for international students coming to study in the UK, boarding school placements, school study abroad placements and internships. It also offers short English language and education programmes to closed groups and individual students throughout the year. The company was established in 2015 and is owned by the company director. The head office is located in Christchurch, Dorset; teaching and residential accommodation premises are rented from local education providers when required. The school has its own pool of accommodation hosts.

Previously, UK Guardians outsourced English language teaching for groups to local ELT providers. It has now started to bring English language teaching in house and deliver its own programmes, recruiting an academic management team and teachers. At the time of the initial inspection in 2020, the academic management team consisted of an acting Director of Studies (DoS) and an Assistant Director of Studies (ADoS), who were working on creating a syllabus and putting structures in place to be ready for future groups.

The first inspection in October 2020 took the equivalent of one day over two days. The two inspectors held meetings with the company director, the acting DoS, the ADoS, the sales and marketing manager, the student support manager, the accommodation and welfare officer and the student support assistant. A focus group meeting was held with two members of the administration team. Due to the pandemic, the inspection was conducted remotely.

Between the provisional inspection in 2020 and the supplementary one in 2022, the acting DoS left the company and was replaced by the ADoS, who had recently become TEFLQ.

The supplementary inspection in July 2022 took the equivalent of one day spread over two days and was conducted by two inspectors. One of them visited the university premises where the lessons and accommodation were located. Meetings were held in person and remotely with the managing director, the sales and operations manager, the student support and operations officer, the DoS, a group leader, and an activity team member. A focus group meeting was held with some of the students. The sole teacher was observed by both inspectors.

Address of main site/head office

UK Guardians office: Bizspace, office B14, 2–8 Aerodrome Studios, Airfield Way, Christchurch BH23 3TS

Description of sites visited

Bournemouth University International College, 51–65 Holdenhurst Road, Bournemouth BH8 8GN

Kaplan Living (next door) 51–65 Holdenhurst Road, Bournemouth BH8 8GN

At the time of the inspection, the provider was using an office, a classroom, and a small staffroom on the second floor of the international college building, as well as the ground floor deli, which provided the students with all their meals. Students were all accommodated on the same floor in the adjacent residence with private bathrooms and shared kitchens. The premises are a five-minute walk away from Bournemouth train station.

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Year round the company offers bespoke general English courses for closed groups; general English with activities summer camps are offered in July and August for 12 to 21 year-olds. At the time of the inspection all students in a two-week programme were under the age of 18.

Management profile

The company is owned and managed by the company director. The DoS is responsible for developing all aspects of academic management. The sales and marketing manager and the welfare and accommodation officer are responsible for welfare and accommodation.

Accommodation profile

UK Guardians uses a pool of approximately 45 homestays who offer full-board accommodation. The organisation also uses residential accommodation when available and required.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision operates to the benefit of students and staff, and in accordance with the provider's stated goals, values, and publicity. Strategic and quality management is good with a clear and robust structure. There are effective channels of communication in place.

Premises and resources

The provision meets the section standard. The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.

Teaching and learning

The provision meets the section standard and exceeds it in some respects. The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive 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 met the requirements of the Scheme. *Teaching* is an area of strength.

Welfare and student services

The provision meets the section standard and exceeds it in some respects. The students' needs for security, pastoral care, information and leisure activities are fully met. Accommodation systems are well managed. *Leisure opportunities* is an area of strength.

Safeguarding under 18s

The provision inspected meets the section standard. There is good safeguarding provision for students. The training of staff and homestay hosts is well managed. Safer recruitment procedures are largely followed, although two references were not on file for all homestay hosts. Supervision arrangements during and outside scheduled activities are well managed. There are suitable arrangements to ensure contact between the provider and parents.

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.	Strength
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Strength
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.	Strength

Comments

M1 The company has a very clear statement of its mission and values, which is widely disseminated to all staff. The statement forms an integral part of the ethos of the organisation and staff were involved in its creation.

M2 There are clear and realistic plans in place for the future development of the organisation. These plans have inbuilt flexibility, allowing the organisation to reassess and react swiftly to current and rapidly changing circumstances.

M5 Student feedback is collected in the first week and at the end of courses. However, no general questions are asked about learning facilities and resources and activities.

M7 Review and continuous improvement are embedded in the work of the organisation; effective systems are in place to ensure that all aspects of provision are reviewed frequently and consistently. Various sources of reference, including a very thorough self-evaluation against inspection criteria, are incorporated into the review cycle.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Strength
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.	Strength
M12 There are effective procedures for monitoring and appraising all staff, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Met
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Met

Comments

M8 There is a range of sound human resources policies, made known to all staff at induction and included in the employee handbook.

M11 Clear policies and procedures are in place for ensuring that staff receive a comprehensive induction to the organisation. Staff in the focus group commented on how thorough and helpful the induction process had been.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Strength
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	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

M14 The group leader and the students were very happy with the helpfulness of all UKG staff.

Publicity	
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.	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.	N/a

Comments

Publicity consists of a website, paper brochures which are also downloadable from the website, and a range of social media. The website is considered the main medium.
M24 The information on the website, including the sample timetable, did not make clear the total number of teaching hours per week. This was amended and is no longer a point to be addressed.
M26 There is no description of the level of care and support offered to students under the age of 18. The publicity was revised but this does not refer to all unsupervised time, such as travel to and from homestays to school and the amount of free time students have on excursions.

Premises and resources

Premises and facilities	
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.	Not 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.	Strength
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met

Comments

P2 The classroom is spacious and has good natural light, but was not free from noise at the time of the inspection due to external building works.
P4 Free water is easily available and students receive excellent food for all meals from the deli on the ground floor. There are a number of cafes and eateries very close to the premises.

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

P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met
---	-----

Comments

All relevant criteria in this subsection are fully met.

Teaching and learning

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

T2 The only teacher teaching at the time of the inspection was TEFLQ.

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

Comments

T10 The academic manager was the only teacher, but he had not been formally observed at the time of the inspection.

Course design and implementation	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Not met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	N/a
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	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

T13 Although clear syllabus guidance about course outlines is given to teachers in the teachers' handbook, there are no written weekly plans about the academic programme available to students.

Learner management	Met
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Not met
T18 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	N/a
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	N/a

Comments

T17 Although the policy is for students to complete an online placement test prior to their arrival, most of the students had not done this, so the wide level range in the class was identified later than was ideal.

Classroom observation record

Number of teachers seen	1
Number of observations	2
Parts of programme(s) observed	A hybrid morning class.

Comments

The visit to the centre coincided with an outbreak of student illness, so there was a last-minute switch to four students joining the class from their residential accommodation.

Teaching: classroom observation	Area of strength
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Strength
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Strength
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Strength
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Strength
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Strength
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 The teacher demonstrated a very good understanding of the linguistic systems of English and gave clear grammar explanations to the students.

T24 The content of lessons clearly matched course objectives and was linked to a previous week's trip to the Jurassic coast. The teacher used additional materials and activities to differentiate the tasks performed by specific learners.

T25 Learning outcomes were clearly expressed and shared with learners.

T26 The teacher used a very good range of techniques including questioning, instruction checking, nomination and concept checking.

T27 The teacher managed the hybrid classroom arrangement very confidently and competently and made good use of online and physical learning resources.

T28 The teacher used a range of correction techniques and gave students individualised feedback on their written work.

T29 Tasks were included to check that learning had taken place

T30 Students in the physical classroom were clearly engaged in the lessons observed and there was a positive learning atmosphere.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to satisfactory against the criteria with most being very good. The lesson was well planned and clearly met the needs of learners. The teacher used a very good range of techniques and deployed the classroom resources very competently. Learning was checked and there was a positive learning atmosphere in the classroom.

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.	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.	Strength
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

W3 Clear policies and procedures are in place for ensuring that students receive excellent pastoral care from a number of staff. Welfare staff are available at all times and are proactive to student needs.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Strength
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met

Comments

W9 The residential accommodation used is very comfortable and is of a very good standard.

<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 section are fully met.

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

Area of strength

W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Strength
W25 Any leisure programmes are well organised and sufficiently resourced.	Strength
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Strength
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met

Comments

W24 The leisure programme caters well for the age and interests of the students. It is varied and activities take place every day. Students commented very positively on the programme.
W25 Leisure activities are well organised; students are well prepared for excursions and receive comprehensive information about the local area.
W26 Detailed risk assessments were provided for all leisure activities and also for unsupervised free time.

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.	Strength
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Not met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Strength
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Strength
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	

The organisation accepts students under the age of 18 on closed group courses and on open enrolment summer programmes for 12 to 21 year-olds. There were ten students aged 13–15 studying on English language courses at the time of the inspection.

S2 The safeguarding policy is made known to all relevant stakeholders and the core office staff have all received specialist training. In addition to staff, all homestay hosts must also undergo basic training.

S4 Although the provider has generally robust safer recruitment processes, there was only one reference on file for some homestay hosts.

S5 Arrangements for the supervision of under 18s are well thought through and there is a high ratio of staff to students. Teaching rooms, accommodation and the dining space are all very near each other and students on the course inspected are supervised at all times.

S6 Potential risks are identified and supported by risk assessments. Rules are made clear to students at enrolment, induction and in the student handbook. There are very clear procedures known to all staff.

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	October 2020
Last full inspection	October 2020
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Provisionally accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	Student guardianships, student internships/work placements

Private sector

Date of foundation	2012
Ownership	Name of company: UK Guardians, trading as UKG Limited Company number: 09497743
Other accreditation/inspection	N/a

Premises profile

Details of any additional sites in use at the time of the inspection but not visited/observed	UK Guardians office: Bizspace, office B14, 2–8 Aerodrome Studios, Airfield Way, Christchurch BH23 3TS
---	---

Details of any additional sites not in use at the time of the inspection	N/a
--	-----

Student profile	At inspection	In peak week (2022): 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	0	0
Full-time ELT (15+ hours per week) aged 16–17 years	0	26
Full-time ELT (15+ hours per week) aged under 16	10	10
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	10	36
Junior programmes: advertised minimum age	12	12
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Spanish	Spanish, Italian
Adult programmes: advertised minimum age	12	12
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 (organisation's estimate)
Total number of teachers on eligible ELT courses	0	1
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 20 hours a week	0	
Number of academic managers for eligible ELT courses	1	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	5	
Total number of support staff	0	

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 also the only teacher on the course, and he was teaching 18 hours in the week of the inspection.	

Teacher qualifications profile

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

None.

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	0	0
Private home	0	0
Home tuition	0	0
Residential	0	10
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	0	0
Staying in privately rented rooms/flats	0	0
Overall totals adults/under 18s	0	10
Overall total adults + under 18s	10	