

Organisation name	International Colleagues School, Norwich
Inspection date	30 July 2025
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

Recommendation

We recommend continued accreditation. The next inspection falls due in 2029; there are no grounds for bringing this forward.

Changes to the summary statement

No changes need to be made to the summary statement, apart from adding the date of this inspection.

New summary statement

The British Council inspected and accredited International Colleagues School, Norwich in August 2024 and July 2025. 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 small private language school offers courses in general English for adults (18+) and young people (16+) and for closed groups of under 18s in school premises and online.

Strengths were noted in the areas of *premises and facilities, teaching and leisure opportunities*.

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

Summary inspection findings**Management**

The provision meets the section standard. The management of the provision operates to the benefit of students, and in accordance with the provider's stated goals and values. Publicity required some attention but is generally satisfactory.

Premises and resources

The provision meets the section standard and exceeds it in some respects. 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 needs of the students. Guidance on the use of these resources is provided for staff and students. Premises and facilities is an area of strength.

Teaching and learning

The provision meets the section standard and exceeds it in some respects. The academic staff team has a satisfactory professional profile appropriate to the context. Teachers receive 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 provision meets the needs of students for security and information. Students benefit from well-managed student services; pastoral care, accommodation and out-of-class activities are delivered to a high standard. Leisure opportunities is an area of strength.

Safeguarding under 18s

The provision meets the section standard. Overall, there is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in the leisure activities and accommodation provided. However, action needs to be taken to ensure all staff safeguarding training and suitability checks are at an appropriate level and up to date.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	August 2024
Last full inspection	August 2024
Subsequent checks/visits (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	Foreign language courses and editing and proofreading services.
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	Estimate at peak: July
Total ELT/ESOL student numbers (FT + PT)	13	17
Minimum age (including closed group or vacation)	16	16
Typical age range	28–40	28–40
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	Saudi Arabian, Spanish, Italian	Saudi Arabian, Spanish, Italian
Total number of teachers on eligible ELT courses	5	5
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	0 CXC staff	0 CXC staff

Premises profile

Address of main site	17–19 St John Maddermarket, Norwich NR2 1DN
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	17–19 St John Maddermarket, Norwich NR2 1DN

Introduction

Background

This was a routine spot check to follow up on a newly accredited provider. In addition, the inspection focused on the points to be addressed from the last inspection and viewed the additional rooms that are now available to the school.

International Colleagues School of English (ICS), Norwich was founded in 1978 and is one of the oldest language schools in Norwich. It was bought by the current owner in 2019. The school now also offers foreign language courses and proofreading, editing and academic coaching services.

Preparation

The spot check was carried out by one inspector, who had not been involved in the previous inspection in 2024. The inspector contacted the provider in advance to check if there were any dates which would not be suitable and when key staff would be present. The Accreditation Unit sent the inspector relevant documents. The inspector looked at the ICS website and read the documentation.

Programme and persons present

The inspector arrived at 10.30 and left at 14.00. She visited the Charing Cross Centre (CXC) where the school is based and toured the site including the new learning hub wing. Meetings were held with the administrative director/owner and director of studies (DoS). Separate focus group meetings were held with students and teachers. The inspector viewed a range of documentation.

Findings

Management

Findings are reported in the Action on points to be addressed.

Welfare and student services

Both long-term and short-course students were extremely happy with the provision. The students commented very positively on the care and support they received from their teachers and the management.

Premises and resources

At the beginning of July, the school took on additional space within the CXC. Access to this ground floor space is off the main reception area. It has been designated as the learning hub to be used by under 18s. There is one large classroom and a smaller one plus a third small classroom currently being by staff. A small seating area, for student use, is available outside these rooms.

Action taken on points to be addressed

Points from the previous full inspection and/or subsequent spot checks or interim visits with comments (in bold) to indicate how far these have been addressed.

Points which must be addressed within three months

Safeguarding under 18s

S4 The safeguarding checks of both teachers were more than three years old.

Addressed. Evidence was submitted to the unit within three months of the first inspection. Staff files were checked at the spot check and up-to-date certificates were on file. Most staff are on the update service.

Other points to be addressed

Management

M12 The teachers and administrative director are not appraised.

Addressed. Appraisals were completed earlier in the spring and the next ones are scheduled for spring 2026. Completed records were on file.

M19 Staff and students are not currently made aware of conditions and procedures under which a student may be asked to leave the course.

Addressed. The required information is now shared with students and staff at a number of different stages. It is included in the student welcome letter along with other useful information. Teachers receive it as part of their initial onboarding documentation. Key information is also reinforced in the student welcome presentation slides and at teacher induction.

Conclusions

The routine spot check indicates that the school continues to operate efficiently and effectively. ICS has built on its systems and made the necessary changes raised in the points to be addressed. Strategic and day-to-day management work well and staff and students said they felt valued and well cared.

Items requiring early action

The provider has built on the effective systems that it has in place for safeguarding and accommodation to ensure that the students have access to a safe nurturing and comfortable environment during their stay.
