

Organisation name	University of Bedfordshire, Luton
Inspection date	25–26 October 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.

Summary statement

The British Council inspected and accredited University of Bedfordshire, Luton in October 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.

Introduction

The University of Bedfordshire has campuses in Luton, Bedford, Milton Keynes and Aylesbury and a student body of more than 20,000 students from over 120 countries.

English language provision is delivered by the Centre for English as a Foreign Language (CEFL) and takes place almost exclusively on the Luton campus, with a small amount of provision in Bedford where required. CEFL sits within the Faculty of Education, English and Sport.

Staffing has remained stable since the last inspection, and the director of studies (DoS), remains in post. She is in charge of the management of CEFL, overall responsibility for which lies with the executive dean of the Faculty of Education, English and Sport.

This compliance-only inspection, part of which was conducted remotely, took two days. Meetings were held with the associate dean, DoS, international marketing officer, CEFL administrators, course coordinator, head of international support, director of student experience, campus living general manager, international recruitment manager and head of international admissions.

Two focus group meetings were held with students and one with teachers. The inspectors observed 14 of the 16 teachers timetabled to teach during the inspection. One inspector had a virtual tour of the halls of residence.

Address of main site/head office

University Square, Luton, Bedfordshire LU1 3JU

Description of sites visited/observed

The Luton campus is situated in the centre of the town, close to shops and amenities. It is a compact campus which includes accommodation alongside a range of other facilities and amenities. CEFL is located within the most central block, which also houses the main reception, the business school and the campus centre. CEFL has eight dedicated classrooms, and also includes a reception area, a computer room, a staffroom and offices.

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 type="checkbox"/>	<input type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input checked="" type="checkbox"/>	<input checked="" 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

Courses run are pre-sessional, academic skills training (in-sessional language support), and EU & international foundation programmes. Students aged 17 are occasionally accepted onto these adult courses.

Management profile

The centre is managed by the DoS, assisted by the CEFL administrators and course coordinators.

Accommodation profile

The university works in partnership with a company that manages the university-owned halls of residence. Accommodation for CEFL students is offered in a hall of residence next to the campus. The residence consists of studios, or flats with three to five single, ensuite bedrooms and a shared kitchen. Laundry facilities, a gym, a cinema room and a number of communal study and social areas are available to residents.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision generally operates to the benefit of the students, and in accordance with the provider's stated goals, values and publicity. Staff administration is appropriate, as is strategic and quality management, for the most part, although there are some weaknesses in procedures to collect feedback from students, recruitment processes and staff appraisals.

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. Students and staff are given guidance on the use of an appropriate range of teaching and learning resources.

Teaching and learning

The provision meets the section standard. The academic staff and management have appropriate professional profiles and teachers receive guidance to ensure students are supported in their learning. Courses are structured and managed to provide benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The needs of the students for security, pastoral care, information, advice and support are very well met. Students benefit from well-managed student services and leisure facilities. The accommodation offered is suitable.

Safeguarding under 18s

The provision meets the section standard. The safeguarding policy is comprehensive and clear and suitable training is arranged by the university. However, safer recruitment procedures are not consistently implemented. There are suitable arrangements for the supervision and safety of students on campus and in the residential accommodation; arrangements for the supervision of students outside the scheduled programme are satisfactory. The measures taken to obtain parental consent and to ensure continuing contact between the university and the parents/guardians are appropriate.

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

Comments

A clear statement describing the organisation's goal, values and objectives for the future is in place. Staff structure is clear and sufficient for the number of students. Formal and informal communication is effective, both in the centre and as part of the wider organisation. Feedback is sought from students and staff, although current procedures for obtaining feedback from students are inefficient as the timing of the distribution of the survey means that some

students do not have the opportunity to complete it. Regular reviews take place and appropriate action is taken and recorded.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Met
M10 There are effective procedures for the recruitment and selection of all staff.	Not met
M11 There are effective induction procedures for all staff.	Met
M12 There are effective procedures for monitoring and appraising all staff, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	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

Appropriate human resources policies are in place and all staff have job descriptions. For the most part, recruitment procedures are sufficient; however, an adequate number of references are not on file for all staff. Induction procedures are effective and development opportunities are available to all staff, although staff appraisals do not occur for all staff.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Met
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met

Comments

Feedback from students about the helpfulness and friendliness of all staff is very positive. Information, guidance and advice is given before and during the students' stay. The systems for enrolment, cancellation and refunds are appropriate. Student records are complete and up to date. Absence and lateness policies and procedures are made known to students and rigorously implemented. Conditions under which a student may be asked to leave the university, and the complaints procedure, are clearly communicated to all stakeholders.

Publicity	Met
M22 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	Met

M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Not met

Comments

The main medium of publicity is the university's website. Brief information on the English language provision is also included in the undergraduate and postgraduate prospectuses and the international guide. CEFL also produces some information leaflets.

The publicity is attractively presented and gives clear and accurate information about the location, the premises and facilities, the courses, the services and the accommodation. All costs are clearly described. Information on the website about students aged under 18s is clear. At the time of the inspection, the incorrect accreditation marque was displayed on the website and there was a misleading statement about the strengths achieved in the previous inspection. The necessary amendments were made immediately, and they are no longer points to be addressed.

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 with ample space for students and staff. Classrooms are spacious and well equipped. Suitable common spaces are available to students and free drinking water is available. Signage is adequate.

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

Comments

Learning and teaching resources are sufficient and appropriate. Well-maintained educational technology is present in every classroom and staff receive ongoing training on its use. Students have access to self-study material through the virtual learning environment, dedicated computer lab and library, and receive guidance on the use of them.

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
Comments	
In general, the academic staff profile is appropriate for the type of courses offered. The rationale for one teacher without a Level 6 qualification and one without an ELT/TESOL qualification were accepted within the context of this inspection, as they had both extensively engaged with post-compulsory education, continuing professional development and good induction and support systems are in place. The teachers are well led by the TEFLQ DoS, three TEFLQ course coordinators and one TEFLI course coordinator. The rationale for the TEFLI course coordinator was accepted within the context of this inspection, as he is largely engaged in teaching duties, which are very well supported, and his course design responsibilities are closely monitored.	
Academic management	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met
Comments	
Academic management is appropriate. Teachers are matched to courses and effective systems are in place for timetabling. Teachers are happy with the good support they receive from the DoS and effective arrangements are in place for the observation and monitoring of teachers.	
Course design and implementation	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	Met
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Met
Comments	
Course design is based on stated principles which are understood by the academic management team and teachers. Regular review of the courses takes place. Course outlines are shared with students during lessons and on the VLE. Additional academic skills plenaries are available to students on a regular basis and there are several ways students can practise independent learning and improve their study skills.	

Learner management	Met
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Met
T18 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	Met
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Met

Comments

There are effective procedures to place, evaluate and monitor students. Detailed reports are made available to students. Students are provided with support if they wish to change courses and ample information is provided on exams and mainstream UK education.

Classroom observation record

Number of teachers seen	14
Number of observations	14
Parts of programme(s) observed	Pre-sessional, academic skills training (in-sessional language support), and EU & international foundation programmes

Comments

None.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Met

Comments

T23 Teachers demonstrated sound knowledge and awareness of the use of English and provided accurate models and gave clear and relevant examples. Teachers dealt with student questions effectively and used metalanguage well.

T24 Lesson content was appropriate. Learning needs for groups were identified and appropriate topics and materials were chosen.

T25 Learning outcomes were identified and shared with students. Lessons consisted of coherent sequences of activities around a language point or skill.

T26 A wide range of teaching techniques was witnessed including elicitation, nominating, questioning, prompting and checking of understanding. Some lessons included controlled practice of pronunciation.

T27 Teachers gave clear instructions and board work was well organised. Teachers displayed competent use of technology and managed their classrooms well.

T28 Students received feedback on their performance, with error correction being an integral part of lesson plans. Consistent, and unintrusive monitoring was witnessed throughout the lessons.

T29 Lessons included short assessment activities to evaluate learning, as well as review activities at the end of lessons.

T30 Students were engaged in lessons. Teachers demonstrated good grading of language and controlled teacher talking time well for the most part.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from excellent to satisfactory against the criteria, with the majority being good. Teachers demonstrated sound knowledge of the English language and delivered well-planned lessons with appropriate content. A range of teaching techniques was observed and teachers promoted learning through competent classroom management and use of technology. Students were monitored throughout lessons and given opportunities to demonstrate that learning had taken place. Students were engaged and a positive learning atmosphere was present.

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.	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

There are effective measures to ensure the safety and security of students on campus, and students have access to assistance 24 hours a day. There is a set of comprehensive plans to respond to any emergency and the university has staff trained in first aid. The pastoral care afforded the students is of a high standard and there are suitable policies and procedures to promote tolerance and respect. Students receive information about transport before arrival. Advice about living in the UK is given before arrival and during induction, and students are helped to access health care locally.

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

Comments

The residential accommodation offered is of a high standard. The ensuite rooms are well furnished and equipped. The common areas are well maintained and regularly cleaned. The residence has facilities to enable students to prepare meals, to do their laundry and socialise with other students. The service is efficiently managed and there are effective procedures for identifying and resolving any problems students may have with their accommodation. Meals are not provided by the residence, but students have access to the nearby university cafeterias and cafés.

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

Homestay accommodation is no longer offered.

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

Comments

Assistance and advice about accommodation is available via the University Students' Union.

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

Comments

Students are informed about, and encouraged to take part in, the many social, cultural and sporting events and activities offered free of charge by the university. There is a range of activities appropriate to the age and interests of the students. The provision is well organised and resourced; all activities are risk assessed and led by appropriately experienced and qualified members of staff.

Safeguarding under 18s

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

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

Comments

The university does not advertise or intentionally recruit students below the age of 18; there have been no under 18s at the centre during the past eight years. However, university policies and procedures exist to take account of exceptional circumstances: for example, if a student were to be admitted a few months before their 18th birthday an individual risk assessment would be conducted, and the relevant policies and procedures activated.

The safeguarding policy is comprehensive and clear. Training is provided by the university. Although not all current staff at CEFL have undergone safeguarding training, appropriate training would take place if a student aged under 18 were enrolled. There are not two references on file for all members of staff; see also M10. Currently, not all staff have security checks, but checks would be in place for relevant staff members if a student aged under 18 were enrolled. Students aged under 18 must have an appointed guardian resident in the UK. Parents/guardians agree to the supervision arrangements and consent is given for the university to act on their behalf in case of a medical emergency. There are suitable arrangements for the security of students at the centre and in the accommodation. The level of supervision of students outside the scheduled programme is satisfactory. There are suitable measures to ensure contact between the university and the parents/guardians.

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	May 1991
Last full inspection	October 2018
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a
Other accreditation/inspection	N/a

State sector

Type of institution	University
Other accreditation/inspection	N/a

Premises profile

Details of any additional sites in use at the time of the inspection but not visited	Polhill Campus, Bedford. One classroom being used at the time of the inspection.
Details of any additional sites not in use at the time of the inspection and not visited	N/a

Student profile	At inspection	In peak week: October
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	309	309
Full-time ELT (15+ hours per week) aged 16–17 years	0	0
Full-time ELT (15+ hours per week) aged under 16	N/a	N/a
Part-time ELT aged 18 years and over	1747	1747
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	N/a	N/a
Overall total ELT/ESOL students shown above	2056	2056
Junior programmes: advertised minimum age	N/a	N/a
Junior programmes: advertised maximum age	N/a	N/a
Junior programmes: predominant nationalities	N/a	N/a
Adult programmes: advertised minimum age	17	17
Adult programmes: typical age range	20–40	20–40
Adult programmes: typical length of stay	28 weeks	28 weeks
Adult programmes: predominant nationalities	Romanian, Bangladeshi	Romanian, Bangladeshi

Staff profile	At inspection	In peak week
Total number of teachers on eligible ELT courses	13	14
Number teaching ELT 20 hours and over a week	4	
Number teaching ELT under 19 hours a week	9	
Number of academic managers for eligible ELT courses	4	4
Number of management (non-academic) and administrative staff working on eligible ELT courses	2	
Total number of support staff	Multiple	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	3
Academic managers without TEFLQ qualification or three years relevant experience	1
Total	4

Comments

The DoS does not have any teaching commitments. The course coordinators were timetabled to teach the full week of the inspection.

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	10
TEFLI qualification	2
Holding specialist qualifications only (specify)	0

Qualified teacher status only (QTS)	1
Teachers without appropriate ELT/TESOL qualification	0
Total	13
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	N/a	N/a
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential: Halls of Residence	2	0
Hotel/guesthouse	N/a	N/a
Independent self-catering e.g. flats, bedsits, student houses	N/a	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	3	0
Staying in privately rented rooms/flats	2051	0
Overall totals adults/under 18s	2056	0
Overall total adults + under 18s	2056	