



**2015 INSPECTION SUMMARY**

**International Colleagues School (ICS)**

## Report Section A



## Organisation Profile

### Title Details

Organisation Title	International Colleagues School of English (ICS)
Owner / Parent Company	English@ics limited
Principal / Chief Executive	Directors: Jonathan Matthews and Helen Gorski
Company Reference number	04683625
HTS Reference number	N/A
Date provider established	1978

### Contact Details

Web	www.icsenglish.com
Email	ics@icsenglish.com
Telephone / Fax	01603 624021 / 01603 766552
Registered Office Address	26 Pottergate, Norwich NR2 1DX

### Accreditation Details

Date first accredited	1995
Date of current accreditation visit	29/30 September 2015
Date of current report publication	16 October 2015
Next Inspection	Summer 2019

### Provision Type (in year of inspection)

Type of provision	<input checked="" type="checkbox"/> Single centre	<input checked="" type="checkbox"/> Year round	<input checked="" type="checkbox"/> Under 18
	<input type="checkbox"/> Multi centre	<input type="checkbox"/> Seasonal	<input checked="" type="checkbox"/> Over 18
	<input type="checkbox"/> Home tuition		

Number of teachers	0 teaching 10 hours or less per week
	3 teaching 11 – 20 hours per week
	0 teaching more than 20 hours per week

Number of support staff	1
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Types of accommodation provided	<input type="checkbox"/> Residential	<input type="checkbox"/> Student house	<input type="checkbox"/> None offered
	<input checked="" type="checkbox"/> Homestay	<input type="checkbox"/> Hotel or similar	

Locations assessed under this inspection	26 Pottergate, Norwich
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## ICS Report Summary 2015

ICS is a small school which provides a good quality service. Students benefit from a personal touch that runs through their courses, accommodation and social programme. The school has a stable team who have been together for many years and who work cohesively and effectively.

The Directors are fully involved with the running of the school on a day-to-day basis and put a lot of care and attention into management of staff and resources. Documentation relating to policies and practices are well drafted and comprehensive. The utilisation of the e-learning website and the phone app demonstrate that the school is forward looking and innovative. Students and teachers interviewed were highly positive about their association with ICS.

The school is committed to looking for opportunities for their teaching staff to continue their professional development.

Since the last inspection, the school has begun to accept under 18 year olds onto its courses. The school has demonstrated its commitment to ensuring that issues relating to the welfare of juniors, risk assessments and homestay policies are managed effectively.

The details below are designed to inform the reader with regard to criteria and specific areas addressed at all inspections (shown in italic script). For details of the core documentary evidence assessed by the inspectors please refer to the Inspection Handbook:

<http://www.ablsaccreditation.co.uk/accreditation.asp>

A school must have demonstrated that the ABLs standard has been met in all the sections below and if the school has exceeded the standard it is noted.

Details of points of exceptional quality or innovation are also recorded at the end of this summary.

<b>1. Legal requirements</b>
<ul style="list-style-type: none"><li>• <i>The organisation must demonstrate that it is meeting all statutory and legal requirements connected with the operation of its business including:</i></li><li>• <i>Health and Safety</i></li><li>• <i>Planning consent</i></li><li>• <i>Security of tenure</i></li><li>• <i>Child protection</i></li><li>• <i>UKBA regulations</i></li><li>• <i>Employment law</i></li><li>• <i>Copyright regulations</i></li><li>• <i>Insurance</i></li><li>• <i>HMRC obligations</i></li></ul>
<b>Requirements of the ABLs standard met</b>

## **2. Premises**

- *The premises must provide a safe, clean and comfortable learning environment for the students. They must be fit for the purpose and must be honestly represented in marketing material.  
All areas used by staff and students must be fit for purpose and accessible (e.g. heating, lighting, ventilation, décor, size).*
- *Where appropriate, spaces should be provided for students' relaxation. Food preparation areas should be hygienic.*
- *Adequate clean toilet facilities must be provided with hand-washing facilities and arrangements for sanitary waste disposal.*
- *The size of the teaching rooms must reflect the size and type of group taught in them. They should be reasonably soundproof and provide a satisfactory learning environment. The furniture should be adequate and suited to the purpose it serves.*
- *All social programme activity must be operated in line with statutory requirements and best practice. In all advertising, the organisation must promote itself in an accurate manner.*

### **Requirements of the ABLS standard met**

## **3. Management and administration**

- *The organisation must be managed effectively and appropriately for the type of business being conducted with due concern being paid to the rights of its staff and students and the requirements of outside agencies.*
- *It is expected that the management team will have qualifications and experience appropriate to their function.*
- *Staff contracts must specify terms and conditions of employment including pay, holiday and pension entitlements, sickness arrangements, hours of work, and disciplinary and grievance procedures.*
- *Senior managers should ensure that staff and students are aware of the organisation's Equality and Diversity Policy. Records should be kept to show that the policy has been brought to the attention of those concerned e.g. the date on which the document was issued, in which format and that the staff/student member has read it. It may, for example, form part of a code of conduct or a job description.*
- *ABLS does not determine the content of such policies. However, it is expected that managers are familiar with UK law relating to such areas and that such policies demonstrate sensitivity to such matters.*
- *Where possible the organisation should demonstrate commitment within their practices/provisions e.g. the provision of ramps for disabled access (where building regulations/conditions allow) or employment practices that show commitment to equal treatment of all groups – aspects which will be readily accessible at inspection.*
- *Employers must not discriminate against an actual or potential employee on the grounds of gender, sexual identity, marital status, disability, age, race, religious belief or trade union membership.*

<b>Requirements of the ABLS standard met</b>

<b>4. Academic management</b>
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- *The organisation must provide its students with real learning opportunities and have systems in place for monitoring students' learning and progress and quality assuring the performance of its teachers.*
- *ABLS expects that students will be made aware of the qualifications and experience of teaching staff. Teaching staff should hold an ELT certificate resulting from a course of at least one hundred contact hours and a minimum of six hours' observed teaching practice. All qualifications must be validated by a university or internationally-recognised examination board.*
- *The academic manager is expected to have at least a Diploma in ELT/TESOL (level 7 NQF).*

<b>The organisation exceeds the ABLS standard</b>
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<b>5. Classroom management</b>
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- *Lessons must be planned and delivered in such a way as to provide each individual student with the chance to learn in a meaningful and enjoyable way.*

<b>Requirements of the ABLS standard met</b>
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<b>6. Academic Resources</b>
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- *The organisation must provide resources of a type, quality and quantity fit for purpose.*
- *The organisation should be clear in publicity material about who is responsible for providing any course textbooks and what happens to the books at the end of the course.*
- *Teachers should have access to a wide variety of teaching aids and a list of all teaching/learning resources held by the provider should be made available.*
- *Audiotapes, videos and DVDs are valuable teaching resources that should be readily available to teachers. A minimum of one audio device per teaching area is expected.*

<b>Requirements of the ABLS standard met</b>
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<b>7. Student welfare</b>
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- *The organisation needs to show that it understands and makes provision for the special needs of students who are studying away from home in a foreign country. The organisation must show awareness of its responsibilities in terms of caring for its students by providing access to any relevant advice and help connected to the needs and particular circumstances of its students.*
- *The qualifications, experience and DBS status of the person(s) named as responsible for welfare, accommodation and social programmes should match their duties. There should be a clear job description.*
- *Students should be aware of who is responsible for welfare and what they have to do in an emergency.*
- *A detailed register of home-stay accommodation must be kept.*
- *A policy and system of implementation for selection and inspection of homestay accommodation must be in place which takes into account student concerns and welfare as the first priority.*
- *All those who have close contact with students under 18 or vulnerable adults should*

*comply with current legislative requirements.*

- *It is expected that individual student preferences are taken into account in allocating accommodation.*
- *There must be a clear home-stay host's agreement that lays out the duties and responsibilities of the organisation and the host. Students should be given guidelines for behaviour where appropriate.*
- *Home-stay hosts should ensure that they have valid insurance cover.*

**Requirements of the ABLS standard met**

### **Points of Exceptional Quality or Innovation**

<b>Criteria reference</b>	<b>Details from Report</b>
<b>4.3(2)</b>	<i>'Homework is regularly set and students additionally have the option of further work on the school's e-learning website. The school's use of the e-learning site to guide and support students' learning is commendable. (PEQ1)'</i>
<b>7.2 (5)</b>	<i>'The schools uses a phone app called Frontdesk through which students can access a wide range information about the school, code of conduct, homestay, concerns and complaints, keeping safe for under 18s and other such matters. There are also pages on doctors and illness, local entertainment, food and drink and even the events and social activities the school organises and which the students can sign up for by clicking on an 'I'm going' tab. Access to student information through a phone app is a point of excellence. (PEQ2)'</i>
<b>7.3(3)</b>	<i>'Both Directors and teachers have completed a Tutorcare Ltd half-day level 2 Safeguarding course. Involvement of all staff in Safeguarding is a point of excellence. (PEQ3)'</i>