



International Inspectorate council

Institutions Inspection Guidance

Standards for Approval and Key Performance Indicators

UK Institutions

Contents

About our inspection	3
Standards for Accreditation.....	3
Academic Delivery and Quality Assurance.....	4-11
Student Welfare.....	12-15
Teaching Staff Resources.....	16-18
Premises.....	19-21

About our inspection

What we would gain from this inspection.

How this inspection would benefit our students.

How this inspection would benefit English Language Providers.

Our Inspection focuses on the four following areas:

A. Academic Delivery and Quality Assurance

The main focus of the Inspection is on this area. We check the syllabus, the individual learning plans, the students' academic files, the text books, etc. We not only inspect the providers but also we guide them to upgrade their delivery which will be inspected in the follow up inspection visits.

B. Student Welfare

In this area Saudi students should receive a full induction and we make sure that Saudi students are well catered for knowing their rights from the very beginning such as how to make a complaint, how to seek advice about life in the UK, how to get health care. Also, a student should be made aware where to go in case they need help and how to find a proper accommodation, for example.

C. Teaching Staff Resources

This area inspects the teachers and their qualifications to make sure that they have a minimum CELTA or DELTA to give a clear picture about teachers to the students. Some providers use teachers with no teaching qualifications which is a big weakness point that might negatively impact on students.

D. Premises

This entails inspecting the provider's premises to make sure that the environment where the students are studying is safe, clean and suitable. Our objective is to provide students with accurate information about the providers and their premises and also we make sure that providers publish accurate information on their websites

A) Academic Delivery and Quality Assurance

Documentation required for this Area:

- Saudi students' assessment tests along with the feedback.
- Saudi Students academic files along with all homework given to the students.

	Yes/No	Excellent	Good	Average	Poor
<p>A1) Ratio of Arab students in each class is within acceptable range. (acceptable range is up to 50%).</p> <p><i>*This is the number of students from Arabic backgrounds to the number of other backgrounds in each class.</i></p> <p>Note:</p>					
<p>A2) A proper Individual Learning Plan (ILP) is in place.</p> <p><i>*This is the plan for developing the student's skills, targets, and time set to achieve targets at the start of course.</i></p> <p>Note:</p>					

<p>A3) Number of hours taught according to enrollment Letter matches number of hours taught according to the time table.</p> <p>Note:</p>					
<p>A4) Break-time excluded from the number of hours taught.</p> <p><i>*Some providers include break time with number of taught hours.</i></p> <p>Note:</p>					
<p>A5) Text books used are suitable to develop the four skills of English.</p> <p><i>*To make sure that they are suitable and contemporary.</i></p> <p>Note:</p>					

<p>A6) Sufficient tasks used to improve <i>all four skills</i> in English.</p> <p>Note:</p>					
<p>A7) Size of class-room (number of students/ space).</p> <p><i>*Optimum size is around 10 students per class.</i></p> <p>Note:</p>					
<p>A8) Proper assessment test is applied.</p> <p><i>*Before starting their course students should be assessed very properly; it is crucial to start with the right level.</i></p> <p>Note:</p>					

<p>A9) Proper Internal Verification test (I.V) in the form of IELTS is carried out.</p> <p><i>*It is crucial to gauge the level of students using templates of IELTS test.</i></p> <p>Note:</p>					
<p>A10) Proper intervals between IELTS tests.</p> <p><i>*Ideal period is that it is conducted monthly.</i></p> <p>Note:</p>					
<p>A11) Teaching IELTS is part of Scheme Work or Syllabus.</p> <p><i>*This is because the objective of the student is to score the required band in IELTS for the degree course.</i></p> <p>Note:</p>					

<p>A12) Proper feedback is given after test.</p> <p><i>*Feedback is crucial so that students have maximum benefit from the tests.</i></p> <p>Note:</p>					
<p>A13) Weight of home-work given to students.</p> <p><i>*Students should take homework on a daily basis.</i></p> <p>Note:</p>					
<p>A14) Proper follow up is given after homework is checked with clear notes.</p> <p><i>*Follow up is crucial so that students have maximum benefit from doing their homework.</i></p> <p>Note:</p>					

<p>A15) Teachers use well drafted lesson plans.</p> <p><i>*A well drafted lesson plan shows the skills of a teacher.</i></p> <p>Note:</p>					
<p>A16) Meetings for the purpose of Quality Assurance are held regularly.</p> <p><i>*To improve Quality Assurance, staff meeting should be conducted more often than not.</i></p> <p>Note:</p>					
<p>A17) Students' academic files are well maintained.</p> <p><i>*Such a record is crucial to trace the progress of a student.</i></p> <p>Note:</p>					

<p>A18) Backgrounds of students are taken into consideration in teaching?</p> <p><i>*This is because learning English is sometimes affected by the background of the students.</i></p> <p>Note:</p>					
<p>A19) Cultural knowledge is part of the syllabus.</p> <p><i>*This is because a language work is best explored through the medium of culture..</i></p> <p>Note:</p>					

Feedback:

B) Student Welfare

Documentation required for this Area:

- Proof of students induction forms.
- Proof of complaint forms.
- Copy of Refund Policy (*This is the fee paid back to student or their Sponsor on leaving the course before it is completed.*)
- A comprehensive range of policies that are available on the institution's website.

	Yes/No	Excellent	Good	Average	Poor
B1) Complaint system is in place. Note:					
B2) Students are aware of complaint system. Note:					
B3) Proper Induction Day is carried out. Note:					

<p>B4) Fees paid for text books.</p> <p><i>*Most providers charge students the fees of the text books; not charging the students is an advantage for the providers.</i></p> <p>Note:</p>					
<p>B5) Proper accommodation is provided when needed.</p> <p>Note:</p>					
<p>B6) A clear Refund Policy is publish on the Provider's website.</p> <p>Note:</p>					
<p>B7) A robust refund Mechanism is in place.</p> <p>Note:</p>					

<p>B8) Website is translated into Arabic.</p> <p>Note:</p>					
<p>B9) Both management and staff demonstrate a secure understanding of all of the institution's policies, and that these policies are both current and regularly reviewed.</p> <p>Note:</p>					

Feedback:

C) Teaching Staff Resources

Documentation required for this Area:

- Diagram of staffing structure with names (this includes management, teaching and support staff).
- Teachers CVs and certificates

	Yes/No	Excellent	Good	Average	Poor
<p>C1) Qualifications of staff are checked and ratified properly.</p> <p>Note:</p>					
<p>C2) Adequate number of teachers is maintained throughout the full Academic Year.</p> <p>Note:</p>					
<p>C3) Adequate number of management staff is maintained throughout the academic year.</p> <p>Note:</p>					

<p>C4) Continual Professional Development (CPD) for all staff is in place. The performance of each member of the teaching staff is closely monitored.</p> <p><i>*This is a personal plan of each staff for developing their skills and performance.</i></p> <p>Note:</p>					
<p>C5) A clear diagram of staffing structure is displayed.</p> <p><i>*This is the list of staff with their specified roles.</i></p> <p>Note:</p>					

Feedback:

D) Premises

Documentation required for this Area:

- Floor plan of each site being inspected, showing classrooms and other teaching facilities, offices, toilets, student study areas, refreshment areas, residential areas and emergency exits.

	Yes/No	Excellent	Good	Average	Poor
<p>D1) Premises is clean and fit for the purpose</p> <p><i>*This is any part of the premises where the provider is operating.</i></p> <p>Note:</p>					
<p>D2) Appropriate common area is available for students.</p> <p><i>*This is the place where students have their breaks.</i></p> <p>Note:</p>					
<p>D3) Adequate heating/air conditioning is maintained throughout the premises.</p> <p>Note:</p>					

<p>D4) Hot and cold drinks as well as snack machines are available on site.</p> <p>Note:</p>					
<p>D5) List of all teaching rooms showing capacities and any additional teaching resources, e.g., interactive whiteboard, IT facilities.</p> <p>Note:</p>					
<p>D6) Toilets are clean. A disabled toilet is available.</p> <p>Note:</p>					

Feedback:



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