



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Online, Distance & Blended Learning)

ORGANISATION: TEFL Scotland Ltd

ADDRESS: 16/17 High Street
Dingwall
Inverness
IV15 9RU

HEAD OF ORGANISATION: Joe Hallwood

Accreditation status: Accredited

Date of inspection: 18 September 2014

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 21 October 2014

PART A – INTRODUCTION

1. Background to the provider

TEFL Scotland Ltd was established in 2008. It operates under the brand 'TEFL Org'. It has two directors and is a limited company. The company offers a range of short courses in Teaching English as a Foreign Language (TEFL), which are delivered online and through workshops in various locations in the British Isles.

2. Brief description of the current provision

The basic course is a 20 or 30 hour classroom course, held over two or three days in hotel conference rooms. The course is intensive, running from 9.00 to 20.00. The 20 hour course option is run at the weekends and the 30 hour course usually during the week. The basic face-to-face course can be combined with a 30 hour online course in Grammar and with a further 50 or 70 hour package of online TEFL courses. There are also online only options offered at 50, 80, 100 and 120 hours.

Since the last inspection, the six online courses have been consolidated into one 150 hour course (although students may still opt to take constituent modules only).

In the year July 2012 to June 2013, there were just over 5000 enrolments and this level of enrolment was sustained in the subsequent year. The age of participants ranged from 17 to 65. The Organisation has contacts with overseas schools and agencies and on its website advertises overseas teaching posts which are available to students completing courses. Students have lifetime access to the web-based Jobs Centre.

3. Inspection process

This half-day inspection was conducted by one inspector.

4. Inspection history

Full inspection: 8, 9 and 13 July 2013

PART B – JUDGEMENTS AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the provider.

1. Significant changes since the last inspection

One of two main changes since the last inspection was the consolidation of the six online courses into one 150 hour course. This now means that students have one tutor for the whole course, so as to improve communications and enhance the learning experience. The change has also streamlined student support.

The second development was the offering of two face-to-face courses in China, each with 40 students. A further six courses may be offered in January 2015. TEFL Org aims to expand its activities in the Chinese market (albeit quite gradually) especially since growth in the UK seems to have reached a plateau.

2. Compliance with BAC accreditation requirements

2.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments Written references are now obtained for all new administrative staff. Copies of qualifications and certificates (where relevant) are kept on file. For some posts, experience is more relevant than qualifications.				

2.2 Teaching, Learning and Achievement

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The qualifications of new tutors are checked and written references are obtained. Both are kept on file. Short written feedback by tutors is now given to all students.				

2.3 Learner Support

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				

2.4 Management of Quality

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments Statistics relating to the age of students are now produced. Data on learner satisfaction, retention, achievement and completion are gathered and the information is used formatively to address problems and modify course delivery as required. As yet, no annual report or action plan has been produced. All courses have now been calibrated to NQF levels. However, the shorter courses are generally level 2 and the longer courses level 3. As NQF levels are based on the complexity of the course, not its duration, it is recommended that TEFL Org checks the decisions on levels with NCFE.				

2.5 Premises and Facilities – face-to-face component

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Provider's strengths Effective management Good communication with staff
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Actions required	Priority H/M/L
Produce annual report which collates all data that bears on quality of provision and identifies issues to be addressed.	M
Check whether the current calibration against NQF levels is correct.	M

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	