

20 March 2023

O'clock idiomas

Paul Beltrán de Otalora

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Dear Paul

It gives me great pleasure to inform you that Eaquals has endorsed the recommendation to re-confirm **O'clock idiomas** as an accredited member of Eaquals.

Your membership will be valid until **31 December 2026**.

According to Eaquals principles, O'clock idiomas may use the following statement as reference in publicity and on the website:

O'clock idiomas was inspected by Eaquals in 2022 and met the high standards required for Eaquals accreditation. The teaching, the course programmes, as well as the course organisation, the learning resources, testing and evaluation were all judged to be of high quality. It was found that the institution takes great care to protect the welfare of its clients and staff, and all publicity materials produced by the institution are accurate and truthful.

You may also publish the words:

The Inspectors identified points of excellence in the following categories:

Management and Administration

O'clock Idiomas has a very inclusive approach to human resources management which actively encourages engagement by staff and promotes initiative. The school's mission has also benefitted from staff input. There is documentary evidence that there are systems in place to facilitate proactive and strategic management of innovation and change designed to effect improvement in the school's performance.

The efficient administration is facilitated by an exceptionally well-designed, fully integrated and user-friendly information system providing varying and appropriate levels of access to managers, all staff, including teachers, students and parents.

Quality Assurance

O'clock Idiomas has a comprehensive strategic plan, based on analysis of performance taking account of both qualitative and quantitative data. There is a broad range of opportunities and established mechanisms for staff to contribute feedback and provide input to the school's functioning and development which include staff surveys, performance reviews and informal day-to-day communication. The feedback gathered from students, parents and staff is followed up and used to drive improvements.

Communication with Staff

O'clock Idiomas has defined, documented and implemented outstanding communication systems, both formal and informal, which provide a framework for high-quality work, team spirit, loyalty and mutual respect. Staff receive regular briefings on any changes and planned developments.



Communication with Students and Clients

The information provided by the school to students and parents is outstandingly clear. The website is accessible and user-friendly, publicity materials are very attractive, well-designed, and consistently branded. The student portal and the app for parents foster interactive and two-way communication between the school and all stakeholders.

Course Design and Supporting Systems

Outstandingly clear descriptions of course programmes and learning objectives are communicated to teachers and, in appropriate form, to students, together with recommended means of achieving those objectives. There is evidence that exceptional attention has been paid to coherence in course design in the clear and positive alignment to the CEFR and GSE.

There is a digital student information management system which, in addition to holding registration and administrative information, also contains comprehensive academic information on students: placement tests, progress tests, attendance figures, etc. all in one place with appropriate levels of access.

Assessment and Certification

Generous provision is made, especially following formative assessment, to support individual students and give them feedback on their progress and advice through individual tutorials, or additional remedial sessions for students who are struggling. Exceptional support is offered to students preparing for external exams. Termly reports and certificates provide exceptionally accurate assessment with regard to students' progress and language level at the end of the course.

Academic Resources

The school has an effective and reliable system for maintaining, reviewing and upgrading its range of resources to ensure continued relevance, topicality and alignment to course objectives. Teaching and learning material combines published material with high quality internally-produced resources and observation of lesson extracts shows that course books are routinely enriched by the effective uses of in-house produced and appropriate selected published resources to enhance student learning. There is creative use of the internet and other multimedia to provide variety and topicality of teaching and learning materials. There is an online platform which students can use in their own time to enrich their language skills.

Student Services

The level of individual attention to the student and the accessibility of staff for personalised advice and support is exceptional. The range and quality of advice and information available to students and their parents is exceptional including documentation and mobile device applications. The school proactively promotes students' mental and emotional wellbeing.

Staff Employment Terms

The school offers a particularly generous package of terms and conditions, providing significant benefits over and above statutory requirements and local norms, which safeguard staff security and contribute to staff wellbeing.

Learning Environment

The learning environment is exceptionally attractive, comfortable and well-designed and includes many up-to-date facilities which enhance course delivery and opportunities for learning. The premises and facilities are accessible for students with limited mobility. Online functions operate reliably and are user-friendly. The school promotes care for the environment and manages resources in an environmentally-friendly manner.



In addition you are permitted to publish or share the final version of your report on condition that it is shared or published in its entirety only.

I would like to extend my warmest congratulations on the result of the inspection. At the same time, I encourage you to take careful note of the inspectors' recommendations and I wish you well with your programme of continuous improvement.

Best Wishes

A handwritten signature in black ink, appearing to read 'Angela Signorastrì', is located below the 'Best Wishes' text.

Angela Signorastrì
Director of Accreditation