

## Report highlights from Eaquals inspection August 2024

NILE was inspected by Eaquals in 2024 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.

The Inspectors identified points of excellence in the following categories:

### **Management and Administration**

This category is an area of excellence because of a style of management which encourages a very high level of staff involvement, initiative and loyalty leading to flexibility in response to changes in the business environment and a high level of innovation at all levels of the organisation. There is clear understanding by and identification of staff with the institution's mission. The very efficient administration services successfully combine professionalism and effectiveness with a personal approach to clients.

### **Quality Assurance**

This category is an area of excellence because of how systematic and comprehensive quality assurance procedures are. The extent to which quality assurance is integrated into the fabric of the institution at all its levels and to which feedback is used to drive improvements across the institution is exceptional.

### **Communication with Staff**

There is evidence of a very strong element of ongoing consultation between staff and management as well as very effective communication within the institution which is facilitated by thoughtfully set up communication channels and opportunities. Staff display a very high level of engagement and take action which demonstrates their feeling of responsibility for the development of the institution.

### **Communication with Students and Clients**

This category is an area of excellence because considerable efforts which are taken to ensure that all promotional and information materials are readily accessible to potential candidates. They are not only clear and comprehensive but also aesthetically appealing. The proactive approach of all staff to dealing with course participants' concerns or complaints reflects their overall understanding of the value of feedback.

### **Course Design and Supporting Systems**

This category is an area of excellence because of the clarity, scope and relevance of the institution's

educational philosophy to its clients and staff. The educational philosophy informs the work of all staff, including non-academic staff, and the coherence of course design and delivery. A thorough, cohesive and at the same time flexible approach to academic management results in excellent levels of support provided to trainers and consequently a high level of course participant engagement and motivation.

### **Teaching and Learning**

All teaching materials are selected and /or created for relevance and to suit course participants needs on an individual and group level based in part on needs analysis which precedes the course. In addition, trainers are extremely helpful in finding relevant literature for course participants. There was a high degree of focus on intercultural communication skills and competences in the sessions observed (and in session plans inspected). Teaching observed focused on developing course participants' independence in using the knowledge and skills acquired during the course.

### **Academic Resources**

This category is an area of excellence because of the size, organisation and accessibility of both physical library and e-library, as well as a very effective and principled approach to maintaining and updating the libraries. Great care is taken to ensure that materials used are interesting, engaging, topical, current and relevant to course participants' needs. An open access resource centre (NILE Members' Area) is available to any teacher, independent of whether they have been the institution's client or not.

### **Student Services**

Exceptional care is taken to provide all necessary and relevant information before arrival and on arrival in a sustainable way. The range, quality, accessibility of safeguarding and child protection documentation and procedures, as well as the way they are implemented throughout the institution, is exceptional, as is the level of staff awareness of student welfare and safeguarding issues.

There is an excellent range of face-to-face as well as online leisure activities which promote intercultural awareness and provide a sense of belonging for online course participants. There is exceptionally good information about accommodation options, and highly effective and efficient procedures for placing course participants and for dealing with issues regarding accommodation.

### **Staff Profile and Development**

There are a high proportion of staff with qualifications and experience well above basic level. Performance review is carried out in a cycle which promotes professional development and provides an excellent level of support for staff. There is coherence and cohesion between all elements of CPD and substantial CPD opportunities are provided for trainers who may only work for the institution for short periods in any given year, thus creating a feeling of being part of a NILE team for freelance trainers. Financial support is available for individual professional development and there is a drive towards using all opportunities (internal and external) for professional development throughout the institution (including freelance trainers).

### **Learning Environment**

This category is an area of excellence because the physical and online learning environments are exceptionally attractive, well-designed and both provide accessibility options for persons with disabilities. There is a very high level of awareness of health and safety issues and emergency procedures are well developed and regularly practised. There is a Green Policy which not only sets environmental aims but helps track achievement of these.