



**EDUCATIONAL OVERSIGHT INSPECTION OF PRIVATE FURTHER  
EDUCATION COLLEGES AND ENGLISH LANGUAGE SCHOOLS**

**MONITORING VISIT**

**LILA\* LIVERPOOL**

**(Company no. - 08782216)**

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Company name	LILA* Liverpool Limited
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Website	www.lilalovetolearn.com
Principal	Ms Leanne Linacre
Proprietors	Ms Leanne Linacre Mrs Victoria Bligh
Age Range	12+
Total number of students	85
Numbers by age and type of study	Under 16: 0 16 – 18: 23 18+: 62 EFL only: 80 FE only: 05
Inspection date	<b>19 September 2023</b>

## PREFACE

This inspection report follows the Framework for Educational Oversight Monitoring Visits and Extended Monitoring Visits of private further education colleges and English language schools. The focus of the visit is to confirm that the quality standards reported at the last full inspection are being maintained.

The ISI is an approved Educational Oversight body authorised by the Home Office to inspect privately funded further education colleges and English language schools in England and Wales offering courses on the Qualifications and Credit Framework. It is designed to improve the quality of education on offer to international students who attend UK colleges through student visas.

ISI inspections are required to:

- Report on the extent to which colleges comply with the published Educational Oversight Standards;
- Assess and report on the quality of educational outcomes and provision;
- Where applicable, make recommendations outside the scope of the Standards to support continued improvement of quality.

Inspection provides objective and reliable reports on the quality of colleges, and by placing reports in the public domain, makes this information available to students, Government and the wider community. Inspection takes account of the context of each individual college, and of how it evaluates its own performance and demonstrates its success.

The inspection of the college is from an educational perspective and provides limited inspection of other aspects, though inspectors will comment on any significant hazards or problems they encounter which have an adverse impact on students. The inspection does not include:

- (i) an exhaustive health and safety audit;
- (ii) an in-depth examination of the structural condition of the college, its services or other physical features;
- (iii) an investigation of the financial viability of the college or its accounting procedures;
- (iv) an in-depth investigation of the college's compliance with employment law.

A monitoring visit is for those colleges found at the last inspection to have met or exceeded the Standards for Educational Oversight. Inspectors will make judgements on progress against any action points and recommendations made at that time. The inspection will not examine all other Standards in detail but will sample to confirm that previous Standards have been maintained and that there are no contrary indicators to those quality judgements.

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## 1. CHARACTERISTICS AND CONTEXT

- 1.1 LILA\* Liverpool (LILA) is a private English language school situated in the centre of Liverpool. LILA aims to inspire students to develop a love of learning. The school was founded in 2004 and was initially known as the Liverpool International Language Academy.
- 1.2 LILA offers general English courses from elementary to advanced levels and examination preparation classes for the International English Language Testing System (IELTS) and the Cambridge suite of qualifications. These courses are offered throughout the year to students aged 16 and over. Students can enrol weekly for daytime classes, lasting from several weeks to eleven months. The school has recently started offering an A Level and University Foundation Programmes to a small number of students.
- 1.3 The school also offers general English classes for closed groups of younger students and more specialist English courses for groups of adult students, such as business English. Students can enrol on these courses at any time by arrangement. In addition, training programmes for students completing the Certificate in Teaching English to Speakers of Other Languages are offered. Enrolment on these courses is at set times throughout the year. This course was not running at the time of inspection.
- 1.4 LILA organises short-term high school placements for students wishing to improve their English skills whilst studying in a local Liverpool high school. Placements run from three weeks to three months. Students can enrol on these placements at any time by arrangement. Education provided by the high school placement was not inspected.
- 1.5 At the time of the inspection, 85 students were enrolled. No students were attending the school on a Student visa. The majority of students are aged 18 years or over and all speak English as an additional language. There are equal numbers of male and female students. Students come from a wide range of countries including Saudi Arabia, Kuwait, Brazil and the Ukraine. There were no students identified with learning difficulties or disabilities.
- 1.6 The school was previously inspected on the 20-22 September 2022 when it met all Key Standards and the quality of education was judged to meet expectations. The recommendations from the previous report are:
- Ensure the safeguarding checks on subcontractors are meticulously organised, recorded and monitored.
  - Consistently check for student understanding in all lessons.
  - Analyse examination, attendance and performance data to inform improvement planning and further raise the standard of education.
  - Ensure teachers' board work is consistently clear and legible.

## 2. SUMMARY OF FINDINGS

- 2.1 **The school exceeds expectations.** At the previous inspection of 20-22 September 2022, the school was found to meet expectations and the quality of education as judged at that time has been improved.
- 2.2 The quality of the curriculum, teaching and learners' achievements is excellent. Students are very well educated in a friendly and supportive atmosphere and in accordance with their objectives and the school's aims. Initial assessment prior to, and on arrival, is excellent and accurately places students on the most appropriate programme of study in accordance with their language and academic abilities and future needs. The suitability of course provision and curriculum is excellent. It is well organized, flexible and is highly effective in meeting the language needs and future educational aspirations of the students. Courses on offer to students on Student visas meet the definition of an approved qualification, as set out in the Home Office guidance. Teaching is excellent. Teachers are well qualified, experienced, have comprehensive subject knowledge. They use highly effective teaching methods to help students to build new knowledge and apply this effectively to new contexts and where relevant future examination questions. As a result, students make excellent progress across the range of courses and qualification levels. There are well developed processes in place to monitor students' progress to ensure that they are successfully progressing towards their learning aims. Students' achievement and attendance rates are high.
- 2.3 Arrangements for the health, safety and welfare of students are excellent. The school's premises is very well maintained, modern in design and provides a safe and comfortable environment for students to learn and staff to work. Classrooms are well equipped and furnished to a very good standard. Highly effective policies and procedures reduce the risks from fire and other hazards and ensure high levels of health and safety are maintained. Fire precautions, drills and evacuations are systematically undertaken and are clearly understood by all students and staff. Student registration and attendance records are excellent. They are accurate, well managed and are highly effective in monitoring attendance and taking necessary action. Procedures for reporting to the Home Office are highly secure. However, no such students are currently enrolled. Pastoral support and guidance for the students is excellent and in accordance with the schools aims. Arrangements for the safeguarding of students under the age of 18 are excellent, fully implemented and reflect official guidance. Relationships between staff and students are excellent. Students report that they are happy, safe and very well supported.
- 2.4 The effectiveness of governance, leadership and management is excellent. The directors provide excellent oversight and discharge their responsibilities well for financial planning and investment in the future. Directors take a substantial role in the strategic and day-to-day operation of the school and have been highly effective in introducing the new A Level and University Foundation programmes and improving the quality of teaching and safeguarding since the previous inspection. A clear vision for the school is shared by all staff, who work very well together for the

good of the students. A well-developed management structure, with clear roles and responsibilities, ensures that the school is well run and meets all its legal obligations. The school is highly successful in attracting and retaining highly qualified and experienced teachers and other staff. Procedures for the recruitment of staff are excellent, in accordance with legal requirements, with all appropriate checks undertaken. As a result, all required employment and suitability checks are completed on staff before their employment is confirmed.

### **3. THE QUALITY OF THE CURRICULUM, TEACHING AND LEARNERS' ACHIEVEMENTS**

- 3.1 The quality of the curriculum, teaching and learners' achievements is excellent. All Key Standards continue to be met.
- 3.2 The recommendations in this area from the previous inspection report are:
- Consistently check for student understanding in all lessons.
  - Ensure teachers' board work is consistently clear and legible.
- 3.3 Excellent progress has been made against the first recommendation. In-house continuing professional development has reinforced teachers understanding of the importance of consistently checking individual students learning and progress within their lessons. As a result, inspector lesson observations confirm that teachers take an effective and systematic approach to the checking of student understanding in all lessons.
- 3.4 Excellent progress has been made against the second recommendation. In-house continuing professional development has reinforced teachers understanding of the importance of consistently clear and legible board work. Subsequent inspector observations have shown improvements. In addition, a number of high quality interactive screens have been installed in classrooms which convert hand writing into type. Inspector lesson observations confirm that teachers' board work is consistently clear and legible.
- 3.5 Testing of students prior to and on arrival is excellent. The process is accurate and ensures that students are placed on the most appropriate programme of study in accordance with their language and academic abilities and future needs. As a result, students report that they are highly satisfied with their course and the provision offered by the school.
- 3.6 The quality of course provision and curriculum is excellent. Students are very well educated in a friendly and supportive atmosphere and in accordance with their objectives and the school's aims. The curriculum is based on a clear policy statement, is well planned and provides a wide range of courses to meet the language needs and educational aspirations of the students. The courses on offer to students on Student visas meet the definition of an approved qualification as set out in Home Office guidance. The range of English language courses and levels available provide students with excellent progression opportunities in line with Common European Framework of Reference for languages (CEFR). Students on A Level and University Foundation programmes have clear progression routes into higher education.
- 3.7 Teaching is excellent and results in high levels of student progress. Teachers are well qualified, experienced and have comprehensive subject knowledge. They use their in-depth understanding of the needs of their students to successfully plan lessons to



meet individual learning requirements and effectively challenge students. Teacher's subject knowledge is excellent, and they effectively build students' enthusiasm and confidence for learning. Lessons are delivered at a good pace and quickly engage students' interest. A wide range of activities and approaches effectively support learning, enabling students to make rapid progress. Teachers ask searching questions that prompt students to think and respond successfully. Students work very well individually and in small groups, showing excellent co-operative learning and independence. Classroom resources are of an excellent quality, quantity and range and are used very effectively by teachers to support learning.

- 3.8 Teaching effectively promotes fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs. It encourages respect for other people including those with the protected characteristics set out in the Equality Act 2010.
- 3.9 Assessment is regular and thorough and accurately identifies strengths and weaknesses in the students' progress. Feedback is positive, encouraging and accurate; it clearly identifies areas for improvement. Comprehensive arrangements for tracking students' progress are in place. As a result, the progress of each student is carefully tracked and allows managers, teachers and students to monitor their progress effectively. Overall, students' make excellent progress and achievement rates are high.

#### 4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY

- 4.1 Students' welfare, including health and safety, is excellent. All Key Standards continue to be met.
- 4.2 The recommendation in this area from the previous inspection report is:
- Ensure the safeguarding checks on subcontractors are meticulously organised, recorded and monitored.
- 4.3 Excellent progress has been made against the recommendation. The senior management team have undertaken a comprehensive review of the recording and monitoring of safeguarding checks undertaken on subcontractors. As a result, new processes and procedures have been implemented that ensure that compliance documents are obtained, checked and saved for all subcontractors.
- 4.4 The school's premises are very well maintained, modern in design and provide a safe and comfortable environment for students to learn and staff work. Classrooms are tidy, clean, with good lighting, heating, sound insulation and ventilation. They are well equipped and furnished to a very good standard. Detailed health and safety, first aid and fire safety policies and procedures are in place and consistently implemented. All necessary measures to reduce the risk of fire and other hazards have been taken. Fire precautions, drills and evacuations are systematically undertaken and are clearly understood by all students and staff. An appropriate number of fire marshals and staff trained in first aid are in place. Free drinking water is readily available throughout the school. The premises are accessible to staff and students, including those with special needs and disabilities.
- 4.5 Systems for recording registration and attendance are excellent. Admission procedures are highly detailed and strictly observed. Staff work very closely with senior managers to maintain clear and accurate admission registers and records. Student files are accurately maintained and provide a clear record of checks on identification, previous academic experience, and visa status. Attendance records are accurate and daily attendance is very closely monitored. Staff have a clear understanding of Home Office requirements regarding the enrolment and attendance requirements for students on Student visas. However, no such students are currently enrolled. Overall attendance rates are high.
- 4.6 Pastoral support for students is excellent. Student welfare is a key priority for the school and detailed policies and procedures ensure that it provides a safe and supportive environment where students can progress quickly. On arrival students receive a comprehensive induction which is effective in helping them settle quickly in their course, the school and the Liverpool area. Relationships between staff and students, and amongst the students themselves, are excellent with a strong culture of mutual respect, integration and tolerance. A wide range of policies and procedures reinforce this culture and the expectations of appropriate behaviour and conduct. Students have access to good quality careers advice and guidance to enable them to make informed decisions about future courses or careers. However,

specific university guidance will need to be further developed for A Level and University Foundation programmes students.

- 4.7 The safeguarding arrangements for students under the age of 18 are excellent. Arrangements have proper regard to official guidance and the implementation of safeguarding and recruitment strategies are appropriately checked and regularly reviewed by senior managers. There is a designated child protection officer in place who is trained to the required level. All staff that have access to students under the age of 18 are subject to an appropriate Disclosure and Barring Service (DBS) suitability check prior to or on appointment.

## 5. THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT

- 5.1 The effectiveness of governance, leadership and management is excellent. All Key Standards continue to be met.
- 5.2 The recommendation in this area from the previous inspection report is:
- Analyse examination, attendance and performance data to inform improvement planning and further raise the standard of education.
- 5.3 Excellent progress has been made against the recommendation. Examination and in-house performance data are now recorded and analysed to identify areas for improvement and to provide detailed feedback to teachers. Attendance is analysed by level and nationality to identify any trends and issues which are then quickly addressed with either the teacher or students or, where appropriate, sponsor or group leader. As a result, progress, attainment and attendance rates have improved.
- 5.4 The quality of governance is excellent. The directors provide excellent oversight and discharge their responsibilities well for financial planning and investment in the future of the school. They are highly active in the day-to-day business of the school and provide excellent support and guidance when required. As a result, they have been highly effective in introducing the new A Level and University Foundation programmes and improving the quality of teaching and safeguarding since the previous inspection. A clear vision for the school is shared by all staff, who work very well together to ensure the very best learning and social experience for the students.
- 5.5 The quality of leadership and management is excellent. A comprehensive and well-developed management structure, with clear roles and responsibilities, ensures that the school is very well run and meets all its legal obligations. Policies and procedures are well defined, appropriate and regularly reviewed. Performance data are used effectively to evaluate the provision and to highlight key issues for leaders and managers.
- 5.6 Arrangements to check the suitability of staff are excellent. Staff files are well maintained, with all required employment and suitability checks completed on staff before their employment is confirmed. A comprehensive central record of appointments is effectively monitored by senior staff.
- 5.7 The complaints policy and procedure are clear and appropriate and includes provision for outside adjudication if necessary. Students confirm that they are aware of the policy.
- 5.8 The provision of information is excellent. The school's website is clear and user-friendly. Prospective students are able to access accurate and highly relevant information to inform their study choices. The school was highly responsive in providing information for the inspection in a timely manner.

## 6. ACTIONS AND RECOMMENDATIONS

The school has improved the good quality found at the last inspection.

### **Recommendations for further improvement**

In order to further improve the excellent quality provided, the school should:

- Develop the careers and university guidance available to A Level and University Foundation programmes students.

## INSPECTION EVIDENCE

The inspectors observed lessons. They held discussions with the proprietors, senior members of staff and attended registration sessions. The responses of staff and students to confidential pre-inspection questionnaires were analysed, and the inspectors examined regulatory documentation made available by the school.

### Inspectors

Dr Nigel Chambers	Lead Inspector
Mr John Rooney	Team Inspector