



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

MONITORING VISIT

LILA* LIVERPOOL

(Company registration no. - 08782216)

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Website	lilalovetolearn.com
Principal	Ms Leanne Linacre
Proprietor	Ms Leanne Linacre & Ms Victoria Bligh
Age Range	12+
Total number of students	119
Numbers by age and type of study	Under 16: 20 16 – 18 39 18+: 60 EFL only: 104 FE only: 15
Inspection date	23 September 2025

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 college situated in the centre of Liverpool. Its aim is to inspire students to develop a love of learning. The college was founded in 2004 and was initially known as the Liverpool International Language Academy. It is owned and operated by two proprietors, who act as Director of Business Development, Sales and Marketing and Director of Operations. They are supported by a Director of Studies and Sixth-form Principal.
- 1.2 LILA offers a wide range of courses. The following courses formed part of the inspection: 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. Suitability is assessed by a pre-arrival online placement test. General English classes are offered for younger students in closed groups by arrangement.
- 1.3 The college sixth form operates as part of the David Game College Group. LILA provides a programme of A-level study over two years, starting in September. Students can choose from a wide range of subjects. To enrol, they must have 5 GCSEs at grades 9 to 4, including Mathematics and English, or an equivalent qualification. Students must also demonstrate an appropriate level of English, such as IELTS minimum level 5.5 with no modules below 5. Suitability is assessed through the application process and an interview. Students can combine their A-level study at LILA with a football training programme provided by the Steven Gerrard Academy.
- 1.4 LILA has also recently introduced a two-year BTEC Level 3 qualification in Sports Development and Coaching. Entry requirements are similar to A levels, and students must demonstrate a genuine interest in sport.
- 1.5 Students can also enrol on a one-year University Foundation Pathway (UFP) programme that is designed to provide an alternative route into university. However, at the time of inspection, teaching on this course had not yet started.
- 1.6 LILA arranges short-term placements in local Liverpool high schools for students who want to improve their English. These placements last from three weeks to three months and can be arranged at any time. The education provided by the high school was not part of the inspection.
- 1.7 The college offers other courses for students over the age of 18 years that were not running at the time of inspection. These include English for special purposes and bespoke packages for closed groups. Students can enrol on these courses at any time by arrangement. Also not running were teacher training programmes such as the Cambridge Certificate in English Language Teaching to Adults (CELTA). Enrolment on these courses is at set times throughout the year.

- 1.8 At the time of the inspection, 119 students were enrolled. Approximately half the students were over the age of 18 years and the majority were male. Seven students were studying under Student visa arrangements. Most students originate from Switzerland, Saudi Arabia and Spain. Almost all students speak English as an additional language. Three students have declared a learning difficulty or disability. The college arranges accommodation for students in homestays and externally managed residences.
- 1.9 The school was previously inspected on 19 September 2023, when it met all Key Standards and the quality of education was judged to exceed expectations. The recommendation from the previous report is:
- Develop the careers and university guidance available to A level and University Foundation programmes students.

2. SUMMARY OF FINDINGS

- 2.1 **The college exceeds expectations.** At the previous inspection on 19 September 2023, the college was found to exceed expectations and the quality of education as judged at that time has been maintained.
- 2.2 The quality of the curriculum, teaching and learners' achievements is excellent. Course provision is excellent. Students are well educated in accordance with the aims of the college and courses are very well matched to students' needs. All courses on offer to students studying under Student visa arrangements meet the definition of an approved qualification according to Home Office guidance. The quality of teaching and learning is good. Knowledgeable teachers plan their lessons well, using a range of different activities to engage and motivate students. They give clear explanations and provide effective support to individuals. As a result, students make good or better progress in developing their vocabulary, reading, speaking and listening skills. In a minority of lessons, teacher talk dominates, and they do not give students enough opportunity to learn from each other. A few teachers do not use questioning effectively to check the learning of each student throughout the lesson. Students' progress and attainment is excellent. English students make excellent progress over time, compared to their starting points and personal goals. The large majority of students studying A levels and UFP achieve their qualifications and progress to the university of their choice.
- 2.3 Students' welfare, including health and safety, is excellent. The health, safety and security of premises is excellent. Highly effective arrangements exist to ensure the health and safety of students and staff, including excellent measures for fire safety and provision of first aid. The premises are well maintained, attractive and provide a safe and comfortable learning environment. Student registration and attendance records are excellent. The college keeps highly accurate admissions and registration records and monitors student attendance effectively. Attendance is high, and appropriate systems to report to the Home Office are in place. Pastoral and personal support for students is excellent. There is a good programme of social events to enhance the students' experience at LILA. Sixth-form students now have access to very good quality careers advice or guidance that enables them to make informed decisions about future courses or careers. Safeguarding arrangements are excellent. The college is proactive in assessing risks. There is a detailed safeguarding policy. All staff are trained to the appropriate levels and understand their responsibilities extremely well. Residential accommodation is good. Homestay hosts are carefully selected and well supported, so that they provide a good level of care for students, especially those under the age of 18. The college monitors the quality of externally managed residences; however, formal records of visits are not always kept.
- 2.4 The effectiveness of governance, leadership and management is excellent. Ownership and oversight of the school is excellent. The directors are actively involved in the college day-to-day and have highly effective oversight of its operation. Management roles and responsibilities are excellent, and staff at all levels work effectively together to ensure that a high level of care and education is

maintained for students. They fully discharge their duties to safeguard students under the age of 18. All legal permissions are met. Quality assurance is excellent. Effective use of student feedback, staff performance reviews and lesson observations leads to improvements in provision. Staff recruitment and suitability checks are good. All necessary checks are made on staff prior to appointment, including Disclosure and Barring Service (DBS) checks. An accurate Single Central Record (SCR) is maintained. However, the dates of checks are not always recorded on the SCR to match those in staff files. Provision of information is excellent.

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 Course provision is excellent. Students are well educated in accordance with their objectives and the college's aims. Courses are very well matched to students' needs, including those with special educational needs or disabilities (SEND). Students can choose from a wide range of programmes to fulfil their personal goals and aspirations. Consequently, very few students leave their course early. Courses align with those detailed on the website and in marketing materials.
- 3.3 All courses offered to students studying under Student visa arrangements meet the definition of an approved qualification according to Home Office guidance. These students attend timetabled classes amounting to more than 15 hours per week of daytime, weekday study.
- 3.4 The quality of teaching and learning is good. Teachers plan their lessons well and use a range of activities to engage and motivate students. They have excellent subject knowledge, which they use effectively to give clear explanations so that students develop their understanding of the topic or concept being taught. Students work hard and apply themselves diligently to the tasks they are set. Teachers provide effective support to individuals in lessons, including those with SEND, enabling them to participate and grow in confidence. The majority of teachers use questioning effectively to check learning. Consequently, students make good, and sometimes excellent, progress in developing their vocabulary, reading, speaking and listening skills. In sixth-form lessons teachers develop students' skills effectively to prepare them for the demands of higher education.
- 3.5 In a minority of lessons, teacher talk dominates, and students are not given enough opportunity to learn from each other. A few teachers do not always use questioning effectively to check each student's learning throughout the lesson.
- 3.6 Students from a wide range of backgrounds and cultures work cooperatively together in pairs and small groups. There is a mutually respectful atmosphere that promotes British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance. Teaching does not discriminate against students with any protected characteristics under the Equality Act 2010.
- 3.7 Students' progress is carefully tracked. They are tested frequently and receive constructive feedback from their tutors, which helps them improve their work.
- 3.8 Students' progress and attainment are excellent. English students make excellent progress over time, compared to their starting points and personal goals. Achievement rates are high for students who take external examinations in English and CELTA. The large majority of students studying A levels and UFP achieve their

qualifications, and the vast majority progress to the university of their choice. Nearly all students complete the course for which they registered.

4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY

- 4.1 Students' welfare, including health and safety, is excellent. Key Standards continue to be met.
- 4.2 The recommendation in this area from the previous inspection report is:
- Develop the careers and university guidance available to A level and University Foundation Programmes students.
- 4.3 The college has made excellent progress towards this recommendation. Sixth-form students now have access to very good quality careers advice or guidance that enables them to make informed decisions about future courses or careers. They receive a very detailed and comprehensive programme of support for making applications to university through UCAS, including workshops on writing effective personal statements. Dedicated early support is provided for those wishing to apply to medical school. The college supports students in finding appropriate work experience or volunteering placements to enhance their applications.
- 4.4 Health, safety and security of premises are excellent. The college has highly effective arrangements in place to ensure the health and safety of students and staff. Students and staff receive high-quality training to ensure that they know how to keep themselves safe. Students are consulted about safety matters and feel very safe within the college. There is an excellent level of fire safety, including a detailed risk assessment, regular fire evacuation drills, clear signage and plentiful fire-fighting equipment that is regularly maintained. There is a well-written policy on first aid, which is implemented effectively. Appropriate arrangements are in place to assist students who are ill or injured, including those with SEND. The college building and residential accommodation are fit for purpose and well maintained with regard to the health and safety of students and staff. The college premises provide a safe, attractive and comfortable environment in which students can learn and socialise. Free drinking water is provided to support students' wellbeing.
- 4.5 Student registration and attendance records are excellent. Registration and attendance records are highly accurate. Attendance is well monitored, and the whereabouts of missing students are quickly identified. Immediate action is taken if a student under the age of 18 fails to attend lessons on time, in order to ensure their safety. Consequently, attendance rates are high. Procedures for reporting to the Home Office if students studying on a Student visa fail to attend are secure; however, to date, no such reports have needed to be made.
- 4.6 Pastoral and personal support for students is excellent. The college provides highly effective pastoral care for students. Students know who to go to if they need help. Excellent relationships are evident between staff and students and among students themselves. Incidents of bullying and harassment are very rare, and the college deals with any that do occur promptly and effectively. The college provides a comprehensive social programme based on students' requests, with a separate programme specifically for juniors that enhances their learning and experience at

- LILA. Advice on careers, professional development and progression to further education is available to all students through regular workshops.
- 4.7 Safeguarding arrangements are excellent. Safeguarding has high priority within the college. Comprehensive safeguarding policies and procedures are in place. There is a Designated Safeguarding Lead (DSL) and sufficient deputies to cover his absence, who are all trained to the required level. All staff receive training on safeguarding and on preventing risks from radicalisation and extremism, which is updated annually. Consequently, all staff understand their responsibilities to safeguard students under the age of 18 very well. The college obtains and records details of parental consent and undertakes careful risk assessments for activities involving students under the age of 18. It maintains meticulous records of any safeguarding and welfare incidents and how they were resolved. The college ensures that safer recruitment guidelines are followed and obtains DBS checks for all college staff and homestay hosts to ensure that students are safeguarded at all times.
- 4.8 Residential accommodation is good. The college monitors the quality of externally managed residences effectively to ensure they are safe, comfortable and meet students' needs. They visit residences periodically to ensure quality is maintained. However, written records of the outcomes of these visits are not routinely kept. Homestay hosts are carefully selected to ensure that the home is clean, safe and comfortable. Hosts receive excellent information and guidance so that they provide a good level of care for students, especially those under the age of 18. Where these younger students are accommodated, all adults in the host family are DBS checked. Hosts are offered training in safeguarding and ongoing support from college staff as required. The large majority of students speak positively about their accommodation.

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 Ownership and oversight of the school are excellent. The directors are actively involved in the day-to-day running of the college and therefore have highly effective oversight of its operations. They are fully engaged in its strategic development and provide very clear educational direction. They fully discharge their responsibilities for maintaining a high standard of care and education for students. Through effective financial planning, they ensure sufficient investment in staff, accommodation and resources. The directors fully discharge their responsibilities to ensure the welfare, health and safety of students and to safeguard students under the age of 18. All legal permissions are met.
- 5.3 Management structures and responsibilities are excellent. Roles and responsibilities are clearly understood. Staff at all levels work effectively together to ensure that students are well cared for and that a high level of education is maintained in accordance with the college's aims and ethos.
- 5.4 Quality assurance is excellent. The college takes into account the views of students and staff and uses this information highly effectively to bring about improvements to the student experience. Consequently, satisfaction rates are high. All staff benefit from quarterly staff performance reviews, which they find to be a useful and collaborative process. Constructive feedback from formal and developmental lesson observations motivates teachers to improve their practice. Outcomes from lesson observations are reflected in performance reviews and effectively inform plans for staff development activities.
- 5.5 Staff recruitment and suitability checks are good. All necessary checks are made on staff's identity and right to work in the UK. All staff undergo enhanced DBS checks to ensure their suitability to work with students under the age of 18. Where a DBS check has not been received prior to commencement of employment, a suitable risk assessment is carried out to ensure students' safety. The SCR is accurate and contains the minimum required information. However, the dates on which checks were made are not always recorded on the SCR alongside the initial of the person who carried out the check. This information is, however, accurately recorded in staff files.
- 5.6 Provision of information is excellent. The college website provides clear and comprehensive information that is helpful to students and prospective students. The college has provided all the information required by inspectors promptly and in a well-organised fashion.

6. ACTIONS AND RECOMMENDATIONS

The college has maintained the excellent quality found at the last inspection.

Recommendations for further improvement

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

- Develop teachers' skills so that they check the learning of each student and provide opportunities for them to learn from each other in all classes
- Revise the SCR to ensure that the dates of checks are recorded and accurately reflect the information held in staff files
- Keep written records of the dates and outcomes of quality monitoring visits to externally managed residences.

INSPECTION EVIDENCE

The inspectors observed lessons and conducted formal interviews with students. They held discussions with senior members of staff and with the proprietors and attended registration sessions. Inspectors contacted homestay hosts providing residential accommodation. The responses of staff and students to confidential pre-inspection questionnaires were analysed, and the inspectors examined regulatory documentation made available by the college.

Inspectors

Ms Angela Moir	Lead Inspector
Mr Patrick Lawlor	Team Inspector

7. FINANCIAL SUSTAINABILITY CHECK

A financial sustainability check was not carried out.