

|                              |                                    |
|------------------------------|------------------------------------|
| Organisation name            | LSI Cambridge                      |
| Inspection date              | 19 June 2026                       |
| Current accreditation status | Accreditation under review         |
| Reason for spot check        | Signalled: end period under review |

## Recommendation

We recommend continued accreditation. The period of review may now be ended and accreditation continued until the next full inspection, which falls due in 2030.

## Changes to the summary statement

The need for improvement in strategic and quality management, publicity, academic staff profile and course design can now be removed.

## New summary statement

The British Council inspected and accredited LSI Cambridge in April and June 2026. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see [www.britishcouncil.org/education/accreditation](http://www.britishcouncil.org/education/accreditation) for details).

This private language school offers courses in general English for adults (18+) and under 18s and for closed groups of under 18s and junior summer programmes.

Strengths were noted in the area of student administration.

The inspection report stated that the organisation met the standards of the Scheme.

## Summary inspection findings

### Management

The provision meets the section standard. The management of the provision operates to the benefit of the students and in accordance with the provider's goals, values and publicity. Student administration is carried out efficiently and effectively. *Student administration* is an area of strength.

### Premises and resources

The provision meets the section standard. The premises provide students and staff with a comfortable, pleasant and professional environment for work and relaxation, although some health and safety measures are inadequate. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for students and staff where needed.

### Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Learner management and support is effective, and course design and review is appropriate. Teachers receive good support. The teaching observed met the requirements of the Scheme.

### Welfare and student services

The provision meets the section standard. Overall, the school provides its students with appropriate pastoral care. The school offers appropriate homestay and residential accommodation, which is generally well managed. The leisure programme is designed to meet the needs of the students.

### Safeguarding under 18s

The provision meets the section standard. Overall, there is appropriate provision for the safeguarding of students under the age of 18 within the school and in the leisure activities and accommodation provided. There is a clear and comprehensive safeguarding policy and related policies. Although staff are generally trained effectively to implement the policy, the reference form used for staff did not clearly ask about their suitability to work with under 18s.

## Declaration of legal and regulatory compliance

The items sampled were satisfactory.

### Organisation profile

| Inspection history                                                | Dates/details                                                                                                                       |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| First inspection                                                  | 1994                                                                                                                                |
| Last full inspection                                              | 14–15 April 2026                                                                                                                    |
| Subsequent checks/visits (if applicable)                          | 19 June 2026                                                                                                                        |
| Other related non-accredited activities (in brief) at this centre | N/a                                                                                                                                 |
| Other related accredited schools/centres/affiliates               | LSI Brighton, LSI London                                                                                                            |
| Other related non-accredited schools/centres/affiliates           | English language schools in USA, Canada, Australia and New Zealand. Language schools for French in France and German in Switzerland |

| Student and staff profile                        | At inspection              | Estimate at peak: <i>July</i>                   |
|--------------------------------------------------|----------------------------|-------------------------------------------------|
| Total ELT/ESOL student numbers (FT + PT)         | 11                         | 160                                             |
| Minimum age (including closed group or vacation) | 16                         | 9                                               |
| Typical age range                                | 18–35                      | 9–35                                            |
| Typical length of stay                           | 4–8 weeks                  | 2–4 weeks                                       |
| Predominant nationalities                        | Turkish, Colombian, French | French, German, Turkish, Brazilian, Argentinian |
| Total number of teachers on eligible ELT courses | 2                          | 6                                               |
| Total number of managers including academic      | 3                          | 3                                               |
| Total number of administrative/ancillary staff   | 3                          | 6                                               |

### Academic manager qualifications profile

| Profile at inspection                                                                |                             |
|--------------------------------------------------------------------------------------|-----------------------------|
| Professional qualifications                                                          | Number of academic managers |
| TEFLQ qualification and at least three years' full-time relevant teaching experience | 1                           |
| Academic managers without TEFLQ qualification or three years' relevant experience    | 1                           |
| Total                                                                                | 2                           |
| Comments                                                                             |                             |

One of the academic managers is the UK academic manager, based in LSI London.

### Teacher qualifications profile

| Profile in week of inspection                                                    |                    |
|----------------------------------------------------------------------------------|--------------------|
| Professional qualifications                                                      | Number of teachers |
| TEFLQ qualification/profile                                                      | 0                  |
| TEFLI qualification                                                              | 2                  |
| ATEFL portfolio in progress*                                                     | N/a                |
| Non-ELT-related qualified teacher status only (for short courses for under 18s)* | N/a                |
| Holding specialist qualifications only (for ESP/CLIL)*                           | N/a                |
| Alternative professional profile*                                                | 0                  |
| Total                                                                            | 2                  |
| Comments                                                                         |                    |
| None.                                                                            |                    |

### Premises profile

|                             |                                     |
|-----------------------------|-------------------------------------|
| Address of main site        | 41 Tenison Road, Cambridge, CB1 2DG |
| Additional sites in use     | N/a                                 |
| Additional sites not in use | Abbey College                       |

|                 |                                    |
|-----------------|------------------------------------|
| Sites inspected | 41 Tenison Road, Cambridge CB1 2DG |
|-----------------|------------------------------------|

## Introduction

### Background

Language Studies International (LSI) Cambridge is one of a network of English language schools in Britain, Canada, the USA, Australia and New Zealand. In the UK there are schools in Brighton and London as well as Cambridge.

This was a signalled spot-check inspection to follow up on a full inspection in April 2026. During that inspection the school's accreditation was placed under review because the section standard for Management was not met and there were weaknesses in Academic staff profile and Course design. This spot-check inspection was to focus on those areas. Furthermore, a supplementary inspection to assess the summer junior programme is planned for July 2026.

### Preparation

The spot check was carried out by two inspectors and lasted half a day. One inspector contacted the provider in advance to check if there were any dates which would not be suitable and when key staff would be present. The inspectors looked at the school's publicity before arriving at the school.

### Programme and persons present

The inspectors arrived at the school at 11.00. Meetings were held with the principal and the senior teacher. A focus group meeting was held with teachers. The inspectors requested a range of documents, which were provided. The inspectors left the school at 15.00.

## Findings

Findings are reported in the following section and in the Action taken on points to be addressed.

### Management

The provider has developed a new management structure with supporting documentation including a new organisation chart and updated job descriptions. Management meetings have become more frequent and are recorded. Cover arrangements for the management have been put in place. Strategic management has been formalised through meetings and documentation. Management has introduced new staff feedback procedures. Feedback and action taken are recorded and discussed at management meetings. Publicity has been reviewed and updated.

### Teaching and learning

The UK academic manager, who has the required level of qualifications and experience, is now formally part of the academic management team. Roles and responsibilities within the academic management team are defined and documented. Course design guidelines have been developed and are currently being reviewed by the academic management team. Course review procedures have been developed at school and group level.

## Management

| Strategic and quality management                                                                                                                                                         | Met      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.                                                                     | Met      |
| M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.                                                                       | Met      |
| M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, and to ensure continuity at all times.  | Met      |
| M4 There are effective channels of communication between all involved in the ELT operation, and between the ELT operation and any wider organisation of which it is a part.              | Strength |
| M5 The provider regularly obtains and records feedback from students on all the services offered. Feedback is circulated to relevant staff and appropriate action is taken and recorded. | Met      |
| M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.                                                   | Met      |
| M7 The provider reviews systems, processes and practices with a view to continuing improvement. Appropriate action is taken and recorded in an annual self-evaluation.                   | Met      |

| Comments                                                                                                                                                                                                                           |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| M4 There are very good channels of communication that work well both informally and formally within the school and the wider LSI group.                                                                                            |         |
| Publicity                                                                                                                                                                                                                          | Met     |
| M21 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.                                               | Met     |
| M22 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.                                                                                                      | Met     |
| M23 Publicity gives clear, accurate and easy-to-find information on the courses.                                                                                                                                                   | Met     |
| M24 Publicity includes clear, accurate and easy-to-find information on costs.                                                                                                                                                      | Met     |
| M25 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.                                                                  | Not met |
| M26 Publicity gives an accurate description of any accommodation offered.                                                                                                                                                          | Not met |
| M27 Descriptions of staff qualifications are accurate.                                                                                                                                                                             | Met     |
| M28 Claims to accreditation are in line with Scheme requirements.                                                                                                                                                                  | Met     |
| Comments                                                                                                                                                                                                                           |         |
| Publicity includes the general group website with a section on Cambridge, a general prospectus, a prices and dates document, and Cambridge-specific and accommodation mini-brochures. The website is the main medium of publicity. |         |
| M25 Publicity does not include information about the level of care and support given to students under 18.                                                                                                                         |         |
| M26 The website claims that all homestays are within a 30-minute journey of the school when this is not the case. Publicity shows a photo of a room in a residence with shower when not all rooms have one.                        |         |

## Teaching and learning

| Academic staff profile                                                                                                                                                                                                                                                       | Met     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| T1 There is a clear recruitment and support policy for the academic team relevant to the stated course objectives and student profile.                                                                                                                                       |         |
| T2 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.                                                                                                                                                     |         |
| T3 The teaching team has ELT/TESOL qualifications, general level of education, experience, knowledge and skills relevant to the courses they are teaching.                                                                                                                   |         |
| Comments                                                                                                                                                                                                                                                                     |         |
| The academic staff team has a professional profile (qualifications and experience) that is appropriate to the school's context. The recruitment and support policy is effectively devised and implemented in line with the stated course objectives and the student profile. |         |
| Course design and implementation                                                                                                                                                                                                                                             | Met     |
| T11 The course design is comprehensive and is based on the provider's stated approach to learning or educational philosophy, and is appropriate to the learning context.                                                                                                     | Not met |
| T12 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.                                                                                                              | Met     |
| T13 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.                                                                                                                                    | Met     |
| T14 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students and referred to in class.                                                                                                                   | Met     |
| Comments                                                                                                                                                                                                                                                                     |         |
| T11 There is insufficient guidance for teachers on how to structure closed group short course programmes.                                                                                                                                                                    |         |

## Action taken on points to be addressed

*Points from the previous full inspection and/or subsequent spot checks or interim visits with comments (in bold) to indicate how far these have been addressed. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.*

### Management

M2 The school's objectives are explicit and in writing, but there is no evidence of steps needed to be taken or time frames.

**Addressed. The management has developed clear objectives and plans which are explicit and in writing. Steps to be taken are discussed and recorded at quarterly directors' meetings.**

M3 The structure of the ELT operation is not sufficiently documented and does not include reference to cover and support roles. Levels of management staff in the summer are insufficient.

**Addressed. There is an accurate documented structure in place which is sufficient to manage and deliver the provision at all times. Cover is adequate.**

M6 Formal staff feedback is limited and is not systematically recorded.

**Addressed. Staff feedback is gathered through staff meetings, end-of-course reviews and feedback forms. Appropriate action is taken and recorded.**

M9 There is no job description or documentation outlining the role of support for the senior teacher.

**Addressed. The UK academic manager and senior teacher's job descriptions both reference support arrangements.**

M21 The website's claim that 'LSI Language Centres are fully equipped with up-to-date materials and resources' is inaccurate.

**Addressed. This claim has been removed.**

M25 Publicity does not include information about the level of care and support given to students under 18.

**Not yet addressed.**

M26 The website and claims that all homestays are within a 30-minute journey of the school when this is not the case. Publicity shows photo of room in residence with shower when not all rooms have one. In the Cambridge accommodation brochure, Abbey College residence is advertised for states for 16—17 year olds when it is available to a wider age range.

**Partially addressed. The information regarding Abbey College residence has been amended.**

M27 Teachers are described as fully qualified, but this does not match the profile of the teaching team.

**Addressed. This claim has been removed.**

### Teaching and learning

T1–3 There is no member of the academic management team with the required level of qualifications or experience, and measures to support them are inadequately planned or formalised.

**Addressed. The UK academic manager, who has the required level of qualifications and experience, is now formally part of the academic management team.**

T11 There is insufficient guidance for teachers on how to structure closed group short course programmes.

**Not yet addressed. Guidance has been developed and is being reviewed by the academic management team but has not yet been shared with teachers.**

T13 There is insufficient evidence of the review, planning and implementation of course design.

**Addressed. There is documented evidence of review, planning and implementation of course design in teacher meetings, academic meetings and through group-wide materials reviews.**

### Welfare and student services

W17 Although the school has a document about the implications of living in rented accommodation, this was not being used to advise students at the time of the inspection.

**Addressed. This information is now shared with students by staff and through notices.**

## Conclusions

Sufficient action has been taken in the areas of strategic and quality management, publicity, academic staff profile and course design to make them no longer in need of improvement.