

Organisation name	LSI London
Inspection date	15 July 2025
Current accreditation status	Accredited
Reason for spot check	Signalled: follow up on Points to be addressed

Recommendation

We recommend continued accreditation.

Changes to the summary statement

The need for improvement in strategic and quality management, accommodation and safeguarding under 18s can now be removed.

New summary statement

The British Council inspected and accredited LSI London in June and August 2024 and in July 2025. 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 for details).

This large private language school offers courses in general English for adults (18+) and young people (16+) and for closed groups of under 18s and vacation courses for under 18s.

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 operates to the benefit of the students and in accordance with the provider's goals and values, and their publicity. Student administration is carried out efficiently.

Premises and resources

The provision meets the section standard. The premises mostly provide students and staff with a secure, safe and appropriate environment for work and relaxation. 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 staff where needed.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Course design and learner management are effective. Teachers receive appropriate support, and the courses are managed to provide benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. Students' pastoral care and student services are generally well managed. Accommodation is of a generally good standard and procedures for identifying students' problems are effective, and information provided to students is comprehensive. Leisure activities offered are appropriate for the needs of the students.

Safeguarding under 18s

Overall, the provision meets the section standard. The administration team is appropriately qualified, and staff receive training. Overall, the school provides its under-18 students with appropriate care. Safer recruitment practices are effective. While consent and permission forms contain sufficient information, checks for students staying with family members or friends are inadequate, and curfew times are not consistently known or applied.

Declaration of legal and regulatory compliance

Sampling of documentation revealed an issue in relation to *Declaration of legal and regulatory compliance* which the provider has been asked to follow up.

Organisation profile

Inspection history	Dates/details
First inspection	1999
Last full inspection	2024
Subsequent checks/visits (if applicable)	July 2025
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	LSI Cambridge and LSI Brighton
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	Estimate at peak: July
Total ELT/ESOL student numbers (FT + PT)	359	359
Minimum age (including closed group or vacation)	6	6
Typical age range	6–40	6–40
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	Turkish, Israeli, Argentinian	Turkish, Israeli, Argentinian
Total number of teachers on eligible ELT courses	24	24
Total number of managers including academic	4	4
Total number of administrative/ancillary staff	13	13

Premises profile

Address of main site	19-21 Ridgmount Street, WC1E 7AH
Additional sites in use	13 Lyndhurst Terrace, NW3 5QA University of Law, 14 Store Street, WC1E 7DE
Additional sites not in use	N/a
Sites inspected	3

Introduction

Background

Language Studies International (LSI), London is based across two London sites, at LSI London Central, and at LSI Independent College, a sixth form in Hampstead, which is used as a summer school during July and August. Since the last inspection, the school's management team has changed. A new school director has been appointed, as well as a new accommodation co-ordinator.

This was a signalled spot-check inspection to follow up on a full inspection in June and August 2024. During that inspection a need for improvement was identified in the areas of strategic and quality management, accommodation, and safeguarding under-18s. This spot-check inspection was to focus on those areas.

Preparation

The spot check was carried out by one inspector over a full day. The 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 Accreditation Unit sent the inspector relevant documents, and they requested a small number of documents in advance from the provider.

Programme and persons present

The inspector arrived at the Hampstead school at 9.40. Meetings were held with the centre manager, student services officer (who is the safeguarding lead for Hampstead), two overseas group leaders, a group of teachers and a group of students. The inspector then relocated to London central where he arrived at 12.40. He met with the school director, assistant director of studies, student services co-ordinator (who is the designated safeguarding lead), accommodation co-ordinator, junior teachers, adult teachers and a group of under 18 students. The inspector requested a range of documents, which were provided. The inspector left the school at 16.45.

Findings

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

Management

Since the last inspection, a new director has been appointed. In addition, at London central a senior teacher has been appointed to support the DOS.

Premises and resources

During a premises tour, the inspector noted that some parts of the Hampstead building were in a poor state of repair and decor. There was significant evidence of mould on the walls in the teacher's room. In addition, on all sites, staff and students complained that classrooms were too hot and that there was insufficient equipment in place to keep rooms cool during hot weather.

Welfare and student services

Since the last inspection a new accommodation co-ordinator has been appointed and accommodation systems have been updated.

Safeguarding under 18s

The parental consent form has been updated to include information about overnight stays. In addition, a note has been added in regard to collecting identification of family members or friends that students have permission to stay with. However, identification was not checked or collected at the Hampstead centre. The inspector asked the DSL, students, staff and group leaders about curfew times, and there was a variety of responses, none of which matched the stated curfew time in the parental consent form.

Declaration of legal and regulatory compliance

Some courses are dependent on photocopies of coursebooks. Teachers at London central were not aware of limits on photocopying.

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.	Met
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.	Not 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	
M6 While staff can raise issues at staff meetings, there are no records of the provider seeking and recording feedback from all staff.	

Welfare and student services

Accommodation (W7–W18 as applicable)	Met
<i>All accommodation</i>	
W7 Students have a comfortable living environment throughout their stay.	Met
W8 Arrangements for cleaning and laundry are satisfactory.	Met
W9 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W10 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W11 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met

W12 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W13 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met
Comments	
All criteria in this area are fully met.	
<i>Accommodation: homestay only</i>	
W14 Homestay hosts comply with the agreed terms and conditions for student placements.	Met
W15 Homestay placements encourage students to use English.	Met
W16 Hosts ensure that there is an adult available to receive students on first arrival.	Met
Comments	
All criteria in this area are fully met.	
<i>Accommodation: other</i>	
W17 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W18 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a
Comments	
All relevant criteria in this area are met.	

Safeguarding under 18s

Safeguarding under 18s	Met
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Not met
S7 There are suitable arrangements for the accommodation of students.	Not met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met
Comments	
<p>During the spot-check inspection, there were 33 16 and 17-year-old students enrolled on adult courses. There were 174 six to 17-year-olds enrolled at Hampstead and London Central. All under 12s stay with their own family or an appointed guardian. Students aged 12–17 stay with their own family or an appointed guardian, in the school's residential accommodation or in homestay.</p> <p>S6 The school does not consistently ensure that it knows or check the identity of adults who are responsible for under 18s living with family members or friends.</p> <p>S7 Some hosts, residence supervisors, group leaders and under 18s are not aware of the time students must be home by in the evening. The curfew time published in the parental consent form does not match the school's policy.</p>	

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

M3 There are insufficient staff to support the level of provision in the summer programme. Staff support and well-being have been adversely affected by a lack of cover for some roles.

Addressed. Staffing levels are now adequate at London Central and just adequate at the Hampstead site. The majority of staff feel supported.

M5 There is no evidence of feedback being recorded or acted upon in the summer junior programme.

Addressed. Week one feedback is collected for all students across all courses. There are records of action taken for unsatisfactory feedback.

M6 There are no records of the provider seeking and recording feedback from all staff.

Partially addressed. Staff are invited to discuss issues at a weekly meeting. However, feedback on the services provided is not collected from staff.

M17 Some student records do not include next of kin or other emergency contact details.

Addressed. Student records now contain all required details.

Welfare and student services

W10 The information sent to students booking residence accommodation is insufficiently comprehensive. Some students in the residence thought they would have ensuite bathrooms, when this is not the case.

Addressed. Booking confirmations now include comprehensive information.

W11 Students complete an initial online feedback form but issues arising are not followed up proactively.

Addressed. There are detailed records of follow up to issues arising from accommodation feedback.

W17 No information is given regarding private rented accommodation.

Addressed. The school provides this information on student noticeboards.

Safeguarding under 18s

S3 The parental consent form does not make clear the need for specific, written, permission if a student wishes to have weekends or overnights away.

Addressed. The consent form now states that students aged under 18 may not spend nights away during their course.

S4 At the time of both inspections a number of staff members did not have a second reference.

Addressed. All staff files which were sampled included two references.

S7 In cases where students are living with family members or friends, the school does not consistently ensure that it knows the identity of adults who are responsible for them.

Not yet addressed. The school still does not consistently ensure that it knows or checks the identity of adults who are responsible for under 18s living with family members or friends.

Conclusions

The school has taken steps to address the points to be addressed from the previous report. It has strengthened processes for student feedback significantly but must develop systems for collecting recording and acting on staff feedback. The management and staffing structure is adequate. In the area of accommodation, changes have been made to effectively address all the the points to be addressed. Regarding safeguarding, while the school has addressed two points effectively, it has not addressed an important point regarding care of students in accommodation, and there are significant inconsistencies in regard to curfew times.

Items requiring early action

Evidence must be submitted within three months to demonstrate that weaknesses in S7 and D1 have been addressed. The evidence was subsequently submitted.