

Organisation name	Marcus Evans Linguarama London
Inspection date	29 April 2025
Current accreditation status	Accredited
Reason for spot check	Signalled: inspect new or additional premises

## Recommendation

We recommend continued accreditation. The next inspection falls due in 2028; there are no grounds for bringing this forward.

## Changes to the summary statement

An area of strength can be added for Premises and facilities.

## New summary statement

The British Council inspected and accredited Marcus Evans Linguarama London in March and October 2024, and April 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](http://www.britishcouncil.org/education/accreditation) for details).

This small private language teaching organisation offers courses in general and professional English for adults (18+).

Strengths were noted in the areas of premises and facilities, academic staff profile and course design.

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

## Updated 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 stated goals, values, and publicity.

### Premises and resources

The provision meets the section standard and exceeds it in some respects. The premises provide students and staff with a safe and very comfortable and professional 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 and students where needed. *Premises and facilities* is an area of strength.

### Welfare and student services

The provision meets the section standard. There is generally a good provision for the pastoral care and safety of students, although the emergency plan is incomplete. Students benefit from the services provided and suitable accommodation options. The leisure programme caters very much for the varied needs and interests of the students. However, there is insufficient attention given to the function and management of all related risk assessments.

## Organisation profile

Inspection history	Dates/details
First inspection	November 2005
Last full inspection	March 2024
Subsequent checks/visits (if applicable)	October 2024
Other related non-accredited activities (in brief) at this centre	Professional language training in other languages and intercultural awareness training.
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	Estimate at peak: August
Total ELT/ESOL student numbers (FT + PT)	2	8
Minimum age (including closed group or vacation)	21	21
Typical age range	30–60	30–60
Typical length of stay	1 week	1 week
Predominant nationalities	Japanese, Italian	Spanish, Italian, French
Total number of teachers on eligible ELT courses	4	6
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	1	1

Premises profile	
Address of main site	11 <sup>th</sup> Floor, 20 Farringdon Street, London EC4A 4AB
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	11 <sup>th</sup> Floor, 20 Farringdon Street, London EC4A 4AB

## Introduction

### Background

This was a signalled spot inspection to inspect new premises and actions taken on points to be addressed from the previous inspection.

### Preparation

Prior to the visit, the inspector contacted Linguarama London (LL) to confirm key staff would be available during the range of dates allocated for the inspection. An updated action plan on points to be addressed, an updated emergency plan, and a premises risk assessment were requested.

### Programme and persons present

The inspection was carried out by one inspector and lasted for half a day. The inspector arrived at 09.45 and left at 13.45. Meetings were held with the centre manager and the director of studies (DoS). Separate meetings were held with a group of teachers and a group of students on site that day. Documents viewed included the emergency plan, the premises risk assessment, and updated action plan, student feedback, staff appraisals, and excursion risk assessments.

## Findings

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

## Premises and resources

Premises and facilities	Area of strength
P1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
P2 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Strength
P3 Classrooms and other learning areas provide a suitable study environment.	Strength
P4 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Strength
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display or sharing of general information.	Met
P6 There is sufficient space for all staff, for work, meetings, relaxation and the storage of personal possessions.	Met

## Comments

P2 The premises are in an excellent state of repair, cleanliness and decoration, and provide a very comfortable environment for staff and students. There are several breakout areas for students, as well as access to a balcony. Toilets are spotlessly clean and very well maintained. The design and décor of the premises are entirely in keeping with the professional profile of the clients.

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P3 All four classrooms are well presented and include comfortable furniture and good IT facilities. Ventilation is centrally controlled at an optimum temperature, there is good soundproofing between rooms, and three classrooms have natural light with good views across the city.

P4 A student lounge with comfortable seating, a display screen, and a selection of free tea, coffee and biscuits is located adjacent to a student kitchen. The open plan reception area is very welcoming and has a further seating area for students to relax and socialise.

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#### **Action taken on points to be addressed**

*Points from the previous full inspection and subsequent spot check with comments (in bold) to indicate how far these have been addressed.*

#### **Management**

M5 No evidence was seen that student feedback is collated or that action taken in response is recorded. Partially addressed. Feedback is now collated to produce useful statistics. It was clear that action is taken in response to individual feedback, but this is not yet recorded.

**Addressed. Responses to complaints are now logged in the complaints book in the school management system.**

M6 The company conducts annual staff feedback, but teachers are no longer included in this due to the change in their contractual status. Combined with the lack of formal meetings (M4) this means that the centre does not provide any formal opportunities for most staff to give feedback.

**Addressed. Teachers are now included in the annual staff feedback questionnaire. Teachers at the focus group were happy with the level of communication with their line manager.**

M8 A number of standard HR policies were not seen, including whistleblowing.

**Addressed. A whistleblowing policy has been developed and uploaded to the staff portal.**

M9 Job descriptions showed no evidence of recent review despite the fact that all key roles had changed substantially in the last few years.

**Not addressed. Job descriptions are still generic, used across the company, and templates show no evidence of review with regard to the specific context of the post holder.**

M12 Teachers are not included in the school's appraisal procedures.

**Addressed. Teachers are now included in the school's appraisal procedures and evidence was seen of recently conducted teacher appraisals, including recognition of good performance.**

#### **Premises and resources**

P1 A premises risk assessment for the building was seen but this does not cover 'tenanted areas'; LL have not carried out a risk assessment of their area. A record of one fire drill was seen and this indicated that a second was not required until a year after the first.

**Partially addressed. Linguarama is now in new premises. A premises risk assessment has been carried out, although balconies have not been fully risk assessed. Staff have received training on fire procedures; students are briefed at the start of their course; there are regular tests of fire alarms and drills.**

P3 Teachers complained about the lack of soundproofing. They consider this a particular issue due to the rooms being used for business meetings by other companies within the ME group.

**Addressed. Linguarama is now in new premises, and this is no longer an issue.**

P6 There is nowhere for teachers to store their possessions securely.

**Addressed. Lockers are available for members of staff to securely store their possessions.**

#### **Teaching and learning**

T9 The DoS was not permitted to carry out formal observations until nine months after employment began. Therefore, although a schedule for observations is in place, a number of teachers have still not been observed for two years or more.

**Addressed. A programme of observations is in place and all currently employed teachers have been observed by the DoS.**

T10 Teachers are not required to complete any CPD.

**Addressed. The promotion of CPD opportunities has increased engagement and records of teachers' uptake of CPD were seen.**

#### **Welfare and student services**

W1 The emergency plan is a generic one for the entire group of companies and makes no reference to Linguarama's specific context nor any of their personnel who would have to respond should an emergency arise.

**Partially addressed. The plan has been amended and shared with staff. However, further guidance on areas of responsibility in the event of an emergency should be included, as well as lockdown procedures on the premises.**

W22 Risk assessments are overly generic, and staff are not required to read them prior to taking students on excursions.

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**Partially addressed. Risk assessments are now shared on the staff portal and laminated copies are available to staff leading activities. However, these remain generic and lack any specific risks relating to the particular students attending each activity and other factors which may present additional risks.**

**Legal and regulatory compliance**

D1 Although a CLA licence was produced, no guidelines are made available to teachers regarding limits to photocopying.

**Addressed. New guidelines have been produced and displayed at the photocopier and on the staff portal.**

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**Conclusions**

The new premises provide a very comfortable environment for staff and students and are entirely suitable for the professional students that Linguarama attracts. The school has worked hard to ensure that action has been taken since the last spot check in response to most of the Points to be addressed that had been outstanding at the time of the visit.

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**Items requiring early action**

Evidence must be submitted within three months to demonstrate that weaknesses in P1, W1 and W22 have been fully addressed.

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