Spot check report

Organisation name	West London English School
Inspection date	12 August 2026
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 West London English School in September 2024, July 2025 and August 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 for details).

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

Strengths were noted in the areas of staff management, premises and facilities, learning resources, academic staff profile, academic management, learner management and accommodation.

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

Summary inspection findings

Management
The provision meets the section standard and exceeds it in some respects. The school operates in accordance with its stated values. Staff are very well supported, particularly with regard to professional development, and students receive a high level of customer care from the entire team. There were a number of issues with publicity but most of these were addressed during the inspection. *Staff management* is an area of strength.

Premises and resources
The provision meets the section standard and exceeds it in some respects. Premises offer students and staff a very secure, comfortable and professional environment for study and relaxation. There is good provision of learning resources for students, and teachers have access to a wide range of well-organised materials.
Premises and facilities and *Learning resources* are areas of strength.

Teaching and learning
The provision meets the section standard and exceeds it in some respects. The academic staff profile is very suitable to the context, and academic management systems are robust and supportive. Course design is based on clear principles, and students are very well supported in their learning. The teaching observed met the requirements of the Scheme. *Academic staff profile*, *Academic management*, and *Learner management* are areas of strength.

Welfare and student services
The provision meets the section standard and exceeds it in some respects. The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including out-of-class activities and very suitable accommodation. *Accommodation* is an area of strength.

Safeguarding under 18s
The provision meets the section standard. There is mostly appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities and accommodation provided.

Declaration of legal and regulatory compliance
The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	2015
Last full inspection	2024
Subsequent checks/visits (if applicable)	2025
Other related non-accredited activities (in brief) at this centre	After-school English tuition for local children (OFSTED registered)
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: July	
	Adult	Junior	Adult	Junior
Total ELT/ESOL student numbers (FT + PT)	117	32	132	138
Minimum age (including closed group or vacation)	16	12	16	12
Typical age range	20–30	14	20–30	14
Typical length of stay	3–4 weeks	2 weeks	3–4 weeks	2 weeks
Predominant nationalities	Italian, Japanese, Chinese	Polish, Italian, Japanese	Spanish, Turkish, Italian	Spanish, Turkish, Italian
Total number of teachers on eligible ELT courses	11	3	12	10
Total number of managers including academic	7	7	7	7
Total number of administrative/ancillary staff	4	4	4	4

Premises profile	
Address of main site	CP House, 97–107 Uxbridge Road, London W5 5TL
Additional sites in use	Ealing Green College, Ealing Green, London W5 5EW
Additional sites not in use	N/a
Sites inspected	CP House, 97–107 Uxbridge Road, London W5 5TL

Introduction

Background

This was a signalled spot inspection triggered by a move to new premises in February 2026. West London English School (WLES) offer courses in general English for adults (18+) and young people (16+) and for closed groups of under 18s at the new building. Summer vacation junior courses operate from separate premises at Ealing Green College and were not inspected as part of this visit.

Preparation

The spot check was carried out by one inspector who had been involved in the previous full inspection in 2024. He contacted the principal 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. The inspector looked at the WLES website and a number of documents sent in advance. The date of the inspection visit was not revealed to the provider in advance.

Programme and persons present

The inspector arrived at 10.30 and left at 14.30. Meetings were held with the owner/managing director (MD), the principal, the office manager, and the director of studies. A tour of the premises was conducted with the MD. Focus group meetings were held with a group of students and with some teachers.

Findings

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

Description of sites visited/observed

The school occupies the ground floor of the 12-storey CP house which is a five-minute walk from the centre of Ealing Broadway and the underground station. It has its own private entrance but can also be accessed from the main entrance to the building which has a manned reception desk from 07.00 – 19.00, Monday to Friday, after which times these doors are locked. The school is very professionally designed and furnished and has air-conditioning throughout. The private entrance leads to a comfortable seating area and three reception desks. Behind these are the MD's office and the admin and academic teams' office, which also have large windows which enable staff to monitor all visitors to the school. There are a total of nine classrooms of varying shapes and sizes, all

but one of which have natural light, but also have glass feature walls to allow light to permeate throughout. A student kitchen with tables and chairs, includes a microwave, fridge, and coffee machine. The staff room/resource centre has a kitchen area, photocopier, staff lockers, shelves of well organised teaching resources, and tables and chairs. A small library with a collection of graded readers and a staff photocopier are located on the main corridor. Toilets can be found on the first floor of the main building, shared with staff from one other business on this floor. Single occupancy ground floor toilets are used for under 18s and monitored by both WLES staff and the main building concierge team. Staff and students also have access to a bicycle shed and car-parking facilities. All outside areas are monitored by CCTV.

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.	Strength

Comments

P2 The premises, including toilets, are very well maintained, professionally decorated and spotlessly clean throughout. Careful thought has been given to the design of the school to provide as much circulation space as possible and there is a generous provision of relaxation areas for staff and students.
P3 Classrooms of various size are quiet and fully air conditioned. All but one have natural light and glass walls further enhance the feeling of space. All classrooms have flexible furniture which can be adjusted to suit different groups and are free from extraneous noise.
P4 A fully equipped student kitchen with dining tables and chairs provides a welcoming environment for students to consume food and drinks between or after lessons, and comfortable seating near the entrance to the school offers further opportunities for relaxation.
P6 Staff commented very positively on the space available to them. The MD has his own office, adjacent to reception and an admin office shared by four members of the academic and administration teams. Teachers have a separate room for the preparation of lessons and relaxation, which includes comfortable seating, a kitchen and resources area.

Action taken on points to be addressed

Safeguarding under 18s
S4 Although safer recruitment procedures are in place and most staff files were up to date, one referee had chosen not to answer either of the two questions regarding under 18s and this had not been followed up by the provider.
Addressed. References for this member of staff and other staff files sampled were completed in full.

Other points to be addressed

Premises and resources
P6 Teachers share a central office space of limited size with administrative staff; storage space is also limited.
Addressed. Teachers have a separate space for preparation and relaxation, which includes individual staff lockers.

Welfare and student services
W21 The year-round leisure programme is not under the direction of one person and insufficient attention is given to sharing itineraries with key staff and group leaders.
Partially addressed. The leisure programme is under the direction of one person, but it is difficult to access itineraries for excursions or activities organised by the school.

Teaching and learning
T11 The largely structure-based nature of the junior course was not always in line with the stated aim of developing

communicative competence.
Partially addressed. A review and development of the junior programme has taken place and there are ongoing efforts to ensure communicative competence is the primary objective in all lessons.

Conclusions

The new premises provide both staff and students a very comfortable environment for work and relaxation. Spacious, bright and well-designed areas create a welcoming and professional environment. Most of the points to be addressed from the previous inspection have been, or are in the process of being, resolved.

Items requiring early action

Evidence must be submitted within six months to demonstrate that weaknesses in W1 have been addressed.