



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

**MALVERN HOUSE LONDON**

**(Company registration no. – 03848072)**

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General Manager	Mr Kris Hall	
Proprietor	Malvern International PLC	
Age Range	16+	
Total number of students	146	
Numbers by age and type of study	16 – 18	04
	18+:	142
	EFL only:	132
	FE only:	14
Inspection dates	<b>01 – 03 November 2022</b>	

## PREFACE

This inspection report follows the Framework for Educational Oversight of private further education colleges and English language schools. The inspection consists of a three-day team inspection of the institution's educational provision.

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.

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## 1. CHARACTERISTICS AND CONTEXT

- 1.1 Malvern House London is a private English language college located in central London. It was established in 1999. The college is part of the Malvern International PLC group with three schools located in the UK and trades on the London stock market as Malvern International. However, these three schools are not within the scope of this inspection.
- 1.2 The college's mission is to provide international students with essential academic and English language skills, cultural experiences and the support that they need to thrive in their academic studies, daily life, and career developing.
- 1.3 The college offers general English language courses from beginners to proficiency levels, plus International English Language Testing System (IELTS) and Cambridge examination preparation courses. It also offers a range of courses in English for special purposes and a teacher training programme for overseas teachers. In addition, the college offers the Northern Consortium United Kingdom (NCUK) International Foundation Year programme, which was launched in 2021.
- 1.4 The college has continuous enrolment and students on general English courses can join at the start of each week. Their suitability to study is checked through a pre-course test, and an interview and further assessment on arrival. Students can enrol on the NCUK International Foundation programme in September and January and their entry is based on meeting clear academic and language entry requirements. The college accepts students from the age of 16 years upwards on its courses.
- 1.5 At the time of the inspection there were 146 students, with similar numbers of male and female students. Four students are under 18 years and the remainder are 18 years or more. They have a wide range of nationalities, with the largest groups coming from Brazil, Japan, Turkey, Thailand, and Saudi Arabia. For all students English is an additional language. No students were identified with additional learning needs. The college offers student accommodation which is arranged through specialised external agencies.

## 2. SUMMARY OF FINDINGS

- 2.1 **The college exceeds expectations for the quality of education.** At the time of the inspection, all Standards for Educational Oversight were met and quality is excellent.
- 2.2 The quality of the curriculum, teaching and learners' achievements is excellent. Students are very well educated in a friendly and highly supportive environment in accordance with their objectives and the college's aims. A well-developed and organised curriculum is offered which is highly effective in meeting the needs of students. English language courses are aligned to the Common European Framework of Reference for Languages (CEFR). Courses on offer to students on Student visas meet the definition of an approved qualification, as set out in the Home Office guidance. Initial assessment prior to and on arrival is accurate and is highly effective in ensuring that students are placed on the right of course in accordance with their language abilities and future aspirations. Teaching is excellent and results in high levels of student progress. Teachers are experienced, well qualified and have excellent subject knowledge. Lessons are very well planned and use a wide range of effective teaching and learning methods to deliver engaging lessons which fully involve students in learning. Regular tests are used to check students' progress and to provide teachers with up-to-date progress results to ensure that they effectively plan to meet students' needs. Students' achievement and progress are excellent and overall attendance satisfactory.
- 2.3 Students' welfare, including health and safety, is excellent. The colleges' premises are very well maintained and provide a safe and comfortable environment which effectively supports learning. Comprehensive procedures for managing health and safety are in place, consistently implemented and regularly updated. A high level of fire safety is maintained. Student registration and attendance recording are excellent. Records are accurate, well managed and are used effectively in monitoring attendance and taking necessary action. Procedures for reporting to the Home Office are highly secure. Pastoral support is excellent and provides high levels of support and guidance in accordance with the college's aims. Relationships between staff and students are excellent. Arrangements for the safeguarding of students under the age of 18 are comprehensive, fully implemented and reflect official guidance. Students report that they are very happy at the college and are well supported.
- 2.4 The effectiveness of governance, leadership and management is excellent. Comprehensive oversight ensures that high levels of education, welfare and health and safety are maintained and that sufficient financial support is in place so that future development is well supported. Leadership and management are excellent. Roles and responsibilities are clearly defined and there is highly effective communication between managers and other staff. A comprehensive range of well-defined policies and procedures are introduced, implemented and monitored appropriately. Mechanisms to monitor quality and the tracking of student progress are excellent. Self-assessment is well-developed and used effectively to ensure the necessary resources are in place to meet the needs of the college. Student feedback

is regularly sought, with trends analysed and used to effectively improve the quality of the student experience. Experienced and well-qualified teachers are recruited, with the college's undertaking all appropriate checks to confirm their identity and suitability.

### **3. THE QUALITY OF THE CURRICULUM, TEACHING AND LEARNERS' ACHIEVEMENTS**

#### **3.(a) Assessment of students prior to or on arrival**

- 3.1 The assessment of students prior to, and on, arrival is excellent. Clear and detailed entry criteria are set and used effectively to provide accurate and appropriate advice and guidance to prospective students. On arrival, students undergo a thorough and comprehensive assessment programme to ensure they have the required level of initial language skills and capabilities for their selected course. The process is accurate, with students reporting that they are highly satisfied with their course placements.
- 3.2 Results from regular tests and reviews are used to identify if a student's course is at an appropriate level, and detailed advice is provided to students if they wish to move between classes. Excellent use is made of this information by teachers to guide their planning.
- 3.3 Comprehensive information, advice and guidance are made available to students through the college's website. The website is detailed and includes accurate information about the curriculum on offer. Students confirm that they are highly satisfied with the pre-enrolment advice they receive.

#### **3.(b) Suitability of course provision and curriculum**

- 3.4 The suitability of course provision and the curriculum is excellent. A clear statement of educational purpose is effectively supported by detailed syllabi and lesson plans. Consequently, students are very well educated in line with the college's aims and their objectives. A wide and flexible curriculum is offered which enables students to make rapid progress. Retention on the vast majority of courses is high, with almost all students successfully completing their programmes of study. The range of English language courses and levels available provide students with excellent progression opportunities in line with Common European Framework of Reference for languages (CEFR). Students on the International Foundation programme have a clear pathway into higher education.
- 3.5 Student evaluation is effectively integrated into all courses, with the college making good use of this feedback to inform planning and assessment. Courses on offer to students on Student visas meet the definition of an approved qualification, as set out in the Home Office guidance. Courses match those listed on the website and in other marketing materials.

#### **3.(c) The quality of teaching and its impact on learning**

- 3.6 The quality of teaching and its impact on learning is excellent. Lesson planning is detailed and ensures that individual learning needs are met and students effectively challenged.



- 3.7 Teachers have excellent subject knowledge and are highly effective at building students' enthusiasm and confidence for learning. Relationships at all levels are extremely productive, with teachers and students working collaboratively to enhance learning and progress. Lessons proceed at a good pace and quickly engage students' interest and imagination. A wide range of activities and approaches stimulates their interest, enabling students to make rapid progress. Teachers ask searching questions that prompt students to think and respond successfully. High quality resources are provided and are used very effectively to promote learning.
- 3.8 Teaching effectively promotes fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs. It encourages respect for other people including those with the protected characteristics set out in the Equality Act 2010.
- 3.9 Assessment is regular and thorough and accurately identifies strengths and weaknesses in the students' progress. Written feedback is positive, encouraging and accurate; it clearly identifies areas for improvement. Comprehensive arrangements for tracking students' progress are in place. As a result, the progress of each student is carefully tracked and allows managers, teachers and students to monitor their progress effectively.

### **3.(d) Attainment and progress**

- 3.10 Progress and attainment are excellent. Students receive an excellent education which reflects the aims of the college. They quickly master and build confidence in their learning, demonstrating excellent levels of knowledge, understanding and development of their language skills. The evidence from lesson observations shows that the overall standards being reached are excellent, and that outcomes are high in relation to the students' starting points. Overall, attendance levels are satisfactory following previous Covid-19 impacted issues. However, the attendance of some of the very small number of the International Foundation programme students is low. Students report that they are extremely happy with their progress.

## **4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY**

### **4.(a) Health, safety and security of the premises**

- 4.1 Arrangements for the health, safety and security of the college's premises are excellent. Detailed policies and procedures are in place and well implemented to ensure the health, safety and security of students and staff. Premises are fit-for-purpose, very well maintained and effectively enhance the students' experience at the college. Classrooms are spacious, light and well furnished. All electrical equipment is tested regularly as required. Toilet facilities are adequate in number and well maintained. Free drinking water is readily available. As a result, students report that they feel safe, secure and are very happy with the facilities provided.
- 4.2 Comprehensive measures are taken to reduce risk from fire and other hazards which conform to legal requirements. Health and safety policies and procedures are detailed, with clearly allocated responsibilities. Comprehensive general and fire risk assessments are carried out with clear follow-up actions. These are appropriately monitored and regularly reviewed by managers. Detailed individual risk assessments are carried out for organised off-site activities. An appropriate number of trained fire marshals, first aiders, as well as first aid kits and accident books are in place. Fire action notices are clearly displayed and fire exits are well signposted. Fire protection equipment is properly sited and regularly checked. Regular fire drills are carried out and appropriately recorded. Staff and students are aware of their responsibilities and have received appropriate health and safety training.
- 4.3 Proper provision is made for students who are ill or injured. The college is fully accessible by wheelchair users or students with mobility difficulties.

### **4.(b) Student registration and attendance records**

- 4.4 Arrangements for student registration and attendance recording are excellent. Admission procedures are detailed and properly observed. A register is kept centrally which is accurately maintained and individual student files contain relevant information on admission details, academic records and, where appropriate, copies of student visas. Daily attendance is accurately recorded and closely monitored with unexpected absences followed up on the same day.
- 4.5 Management and administrative staff have a clear understanding of Home Office requirements regarding the enrolment and attendance requirements for students and adhere to them rigorously. Accurate records of all these matters are recorded on the college's database and in students' individual files.
- 4.6 Clear policies and procedures are in place for the collection and refund of student fees and deposits. The policy is fair and applied consistently.

**4.(c) Pastoral support for students**

- 4.7 Pastoral support for students is excellent. Highly effective personal support and guidance is provided by staff in accordance with the students' needs. A comprehensive induction, together with a highly developed system of progress reviews, ensures that students' personal and academic development is reviewed regularly. Students report that they know who to go to if they have a personal problem and feel confident to approach any member of staff for help.
- 4.8 Relationships between staff and students and amongst the students themselves are excellent, with a strong culture of mutual respect, integration and tolerance. A comprehensive range of policies and procedures reinforce this culture and the expectations of behaviour and conduct. The college has clear anti-bullying and harassment policies and procedures, and students report no instances of such behaviour.
- 4.9 Appropriate careers advice ensures that students are well prepared for further study. Students participate in a good range of enrichment and social activities which effectively enhances their learning.

**4.(d) Safeguarding for under 18s**

- 4.10 Safeguarding arrangements for students under the age of 18 are excellent. Arrangements have proper regard to official guidance and the implementation of all safeguarding strategies is frequently checked by senior managers. There is a designated child protection officer in place who is appropriately trained. All staff are subject to Disclosure and Barring Service (DBS) suitability checks prior to or on appointment, and accurate records are maintained.
- 4.11 A range of suitable safeguarding policies are effectively implemented. Staff are made aware of safeguarding issues through appropriate training.

**4.(e) Residential accommodation**

- 4.12 The quality of residential accommodation is excellent and forms a valuable part of the students' education and personal development. Comprehensive arrangements are made by the college through external agencies for securing appropriate residential and homestay accommodation for all students, including those under 18 years of age. Rigorous oversight and monitoring ensure students benefit from accommodation that is well-managed, of a high quality, appropriately registered and meets national requirements. Students report that they are very happy with the accommodation arranged by the college.

## **5. THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT**

### **5.(a) Ownership and oversight**

- 5.1 Governance and oversight are excellent. The educational direction of the college is clear and understood by staff. The focus of governance and leadership is forward looking and is highly effective in supporting students and developing and maintaining very high academic standards. A clear management structure has been established, with formal and informal procedures in place that are highly effective in monitoring all aspects of the college's performance. Policies and procedures are well developed, regularly reviewed and effectively contribute to the quality of education and the care and health and safety of students and staff.
- 5.2 Comprehensive oversight ensures that the college meets their obligations with regard to safeguarding, health and safety and fire safety, including all statutory duties in respect of students under the age of 18. Financial management is highly effective and ensures that excellent teaching and learning resources are available. All necessary legal permissions are in place for the use of the premises, including relevant insurances and licenses.

### **5.(b) Management structures and responsibilities**

- 5.3 Management structures and responsibilities are excellent. The quality of leadership and management is excellent. Self-evaluation provides an accurate account of the college's key strengths and areas for development. Leaders are highly successful in sharing the organisational vision with staff and all decisions and actions consider the impact on the student experience and their needs.
- 5.4 A detailed and appropriate management structure has been developed and operates well. Roles and responsibilities are clearly defined and have been effective in developing excellent lines of communication between managers, staff and students. Replies to the pre-inspection questionnaire and meetings with staff show that are highly supportive of the college.
- 5.5 The college is highly successful in securing and retaining well-qualified staff. A detailed system of staff reviews ensures that staff are well qualified for the work they do, and appropriately supported by the management team. However, the review for teachers focuses almost entirely on their teaching performance and includes limited other aspects of working life or well-being. A comprehensive programme of staff development ensures that staff are appropriately trained for their roles.

### **5.(c) Quality assurance including student feedback**

- 5.6 Quality assurance including student feedback is excellent. Managers are highly successful in identifying priorities for improvement. Self-evaluation results in a clear and realistic review of the college's strengths and areas for development. Student feedback is regularly and systematically collected. This feedback is effectively

analysed, shared with staff and managers, and used regularly to inform teacher development, academic action planning and the identification of college priorities. Student performance data is available and effectively summarised to ensure key issues are highlighted for leaders and managers.

- 5.7 The complaints procedure is clear and appropriate. Complaints are few and students confirmed that they are aware of the policy.

#### **5.(d) Staff recruitment, qualifications and suitability checks**

- 5.8 Staff recruitment, qualifications and suitability checks are excellent. Very well-qualified staff are secured through a thorough and efficient staff recruitment policy. All required recruitment checks have been carried out in a timely manner and appropriately recorded. The process to validate references and qualifications is excellent and the audit trail is clear with due regard to statutory requirements. A central record of appointments is in place and effectively monitored by senior staff.

#### **5.(e) Provision of information**

- 5.9 The provision of information is excellent. The website is clear and user-friendly. Prospective students are able to access accurate and highly relevant information to inform their study choices.
- 5.10 The college was highly responsive in providing information for the inspection in a timely manner.

## **6. ACTIONS AND RECOMMENDATIONS**

### **Recommendations for further improvement**

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

- Develop and implement actions to improve student attendance on the International Foundation programme.
- Expand teacher appraisals to include other aspects of their working life to provide a more balanced overview of their role.

## INSPECTION EVIDENCE

The inspectors observed lessons, conducted formal interviews with students and examined samples of students' work. They held discussions with senior members of staff and attended registration sessions. 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

Dr Nigel Chambers	Lead Inspector
Ms Kanwaljit Dhillon	Team Inspector
Mr Mark Marr	Team Inspector