



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

EXTENDED MONITORING VISIT

MALVERN HOUSE LONDON

(Company Registration Number - 03848072)

Full Name **Malvern House London**

Address 200 Pentonville Road London N1 9JP

Parent Company name Malvern International PLC

Telephone Number 020 7520 0470

Email Address malvern@malvernplc.com

Website www.malvernhouse.com

Deputy General Manager Mr Robert Lewis

Proprietor Malvern International PLC

Age Range 16+

Total number of students 145

Numbers by age and type of study

Under 16:	9
16 – 18	32
18+:	104
EFL only:	126
FE only:	19

Inspection dates **26 - 27 November 2024**

PREFACE

This inspection report follows the Framework for Educational Oversight Monitoring Visits and Extended Monitoring Visits of private further education colleges and English language schools. The focus of the visit is to confirm that the quality standards reported at the last full inspection are being maintained.

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.

An extended monitoring visit is for those colleges found at the last inspection to have met or exceeded the quality Standards for Educational Oversight. Inspectors will make judgements on progress against any action points and recommendations made at that time. The inspection will not examine all other Standards in detail but will sample to confirm that previous Standards have been maintained and that there are no contrary indicators to those quality judgements. Inspectors will also consider the impact of any material change reported since the last inspection.

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1. CHARACTERISTICS AND CONTEXT

- 1.1 Malvern House London is a private English language college located in central London and was established in 1999. It is part of Malvern International PLC and trades on the London stock market as Malvern International. The parent company operates one other educational establishment in Manchester, which did not fall within the scope of this inspection. Day-to-day running of the college is delegated to the Deputy Head of Operations, who is supported by a small team of managers and central functions within the parent company.
- 1.2 Malvern House'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 development. The college normally only accepts students from the age of 16 years upwards on its courses. It occasionally accepts pre-arranged groups of international students under that age for short language courses. Student accommodation is provided in residences and homestays, which are either directly arranged by the college or managed by specialised external agencies. Students under the age of 18 years must choose homestay accommodation.
- 1.3 The college offers general English language courses from beginner to advanced level, preparation courses for the International English Language Testing Service (IELTS) and Cambridge examinations. Students can add additional classes in professional English to their course of study. Students on general English courses can join at the start of each week. Their suitability to study is checked through a pre-course test, an interview and further assessment on arrival. Malvern House also offers bespoke English and teacher training courses for closed groups of international students and teacher refresher courses.
- 1.4 The college offers the Northern Consortium United Kingdom (NCUK) International Foundation Year programme with two pathways: Business and Humanities and Science and Engineering. Students can enrol in September and January and their entry is based on meeting clearly defined academic and language entry requirements. The college also has a partnership with the University of East London offering a range of university courses that did not form part of this inspection.
- 1.5 At the time of the inspection there were 145 students studying. The majority were female and the large majority were over the age of 18 years. Students originate from a wide range of countries, with the largest groups coming from Brazil, Japan, Turkey, China and Italy. For all students English is an additional language. No students were identified with special educational needs and/or disabilities (SEND). Nineteen students were studying under Student visa arrangements.
- 1.6 This monitoring visit has been extended due to a change of principal and arrangements for student accommodation. For this reason, Sections 4 & 5 of the Educational Oversight Framework will be looked at in detail.

- 1.7 The college was most recently inspected on 1-3 November 2022, when it met all key standards, and the quality of education was judged to exceed expectations.
- 1.8 The recommendations from the previous report are:
- 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.

2. SUMMARY OF FINDINGS

- 2.1 **The college meets expectations.** At the previous inspection of 1-3 November 2022, the college was found to exceed expectations. Although the quality of education as judged at that time has not been maintained in all respects, the college still meets expectations.
- 2.2 The quality of the curriculum, teaching and learners' achievements is good. Course provision is excellent. Programmes of study are very well matched to students' personal goals, ages, and aptitudes so that few leave their course early. Courses on offer to students studying under Student Visa arrangements meet the definition of an approved qualification as set out in Home Office guidance. The quality of teaching and learning is good. Teachers use excellent subject knowledge and a wide range of activities and resources to plan interesting lessons which students enjoy. They consistently correct errors so that students make good progress in improving their vocabulary, grammar and pronunciation. However, a minority of teachers do not manage group activities sufficiently well. Consequently, in these lessons, not all students participate fully, and a few dominate group discussions. Poor punctuality by a minority of students disrupts learning at the beginnings of lessons. Students are tested frequently and are kept well informed of their progress. However, not all students on International Foundation courses receive regular tutorials where targets are set to accelerate their progress. Students' progress and attainment is good. The vast majority of students studying English, report that they have assessed their progress towards their personal learning goals as good. The large majority of students on International Foundation programmes achieve the grade C or above that they require for entrance to university
- 2.3 Students' welfare, including health and safety, is good. Health, safety and security of premises is excellent. The premises are fit for purpose and well-maintained to provide an attractive environment to learn and socialise. The college implements highly effective arrangements for ensuring the health and safety of students and staff. Student registration and attendance records are good. The college keeps accurate attendance and registration records and follows up absences promptly. Appropriate reports are made to the Home Office as required. Good progress has been made in improving International Foundation students' attendance. Attendance rates overall are good. Excellent welfare support is provided to students on personal matters by approachable and well-trained staff. Safeguarding arrangements are good. There is an appropriately trained Designated Safeguarding Lead (DSL) and a comprehensive safeguarding policy is effectively implemented. Students feel very safe and know who to go to with any problems. Student accommodation is good. Residences and homestays are clean, comfortable and well-managed and monitored to ensure good standards are maintained.
- 2.4 The effectiveness of governance, leadership and management is good. Ownership and oversight of the college by the board of directors is good. They have excellent relationships with managers and effectively monitor all aspects of the college's operation. They fully discharge their responsibilities for maintaining educational

standards, financial planning and investment in staff, accommodation and resources. All legal permissions are met. Together with the Deputy Head of Operations, they effectively discharge their responsibilities to ensure the welfare, health and safety of students and to safeguard students under the age of 18 years. Leaders and managers provide clear educational direction and ensure that appropriate policies are implemented. Quality assurance is good. Student and staff feedback is effectively used to identify and address areas for improvement. Staff appraisal now considers wider aspects of teachers' roles as well as the outcomes of lesson observations. Staff recruitment is good. All necessary checks are made on staff's identity, right to work and suitability to work with students under the age of 18 years, including enhanced Disclosure and Barring Service (DBS) checks. Provision of information is good.

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

- 3.1 The quality of the curriculum, teaching and learners' achievements is good. All Key Standards continue to be met.
- 3.2 Course provision is excellent. Students are well-educated in accordance with their personal objectives and the aims and ethos of the college. Courses are very well matched to students' ages, aptitude and language capabilities. Consequently, very few students leave early without completing their course.
- 3.3 Courses match those that are detailed on the website and marketing materials. Courses on offer to students studying under Student Visa arrangements meet the definition of an approved qualification as set out in Home Office guidance. These students are all studying on International Foundation courses. They have timetabled classes covering 22 hours of daytime study from Monday to Friday.
- 3.4 The quality of teaching and learning is good. Classrooms and study areas are well equipped with interactive whiteboards and a wide range of books and other resources. Teachers use these classroom facilities and resources effectively to plan interesting lessons. They use a wide range of activities to help students learn individually, in pairs and small groups. They use their excellent subject knowledge well to support students individually, so that they understand the tasks, participate and make progress. Students enjoy their lessons and develop their confidence in speaking and listening. Teachers consistently correct errors and provide constructive feedback so that students make good progress in improving their vocabulary, grammar and pronunciation. Students of different ages, cultures and backgrounds work well together in pairs in a mutually respectful atmosphere. Teaching promotes British values and does not discriminate against students with protected characteristics, as defined in the Equality Act 2010.
- 3.5 Poor punctuality at the beginnings of lessons, and after breaks, creates some disruption and limits learning in a minority of lessons. A minority of teachers do not manage student behaviour in group activities sufficiently well, so that a minority of students are either not fully engaged in learning or overly dominate group discussions.
- 3.6 Assessment of students' work is timely and fair. Teachers use marking codes consistently when assessing students' written work and give constructive feedback that helps them to improve.
- 3.7 Students' progress and attainment is good. Students on general English courses are tested weekly and monthly. For those on courses of 4 weeks or more progress is reviewed during monthly tutorials. Students are encouraged to self-assess their own progress. The vast majority report that they feel they have made good progress towards their personal learning goals.
- 3.8 Progress of International Foundation students is monitored through regular formative assessments and extra help is provided for students who are not meeting the required

standard. However, not all students receive regular tutorials where targets are set, to accelerate their progress and help them to achieve higher grades. Achievement of International Foundation students has improved significantly since 2022, so that in the 2023-24 academic year the large majority received a grade C or above.

4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY

- 4.1 Students' welfare, including health and safety, is good. All Key Standards continue to be met.
- 4.2 The recommendation in this area from the previous inspection report is:
- Develop and implement actions to improve student attendance on the International Foundation programme.
- 4.3 The college has made good progress against this recommendation. The attendance policy was reviewed and updated and students now have very clear guidelines at induction so that they understand the expectations. Non-attendance is followed up very promptly. Attendance rates at the time of inspection are good and higher than previously. However, a full comparison cannot be made until the end of the academic year.
- 4.4 This section was inspected in full due to a change in student accommodation. The college continues to use external agencies to provide accommodation. However, it now has a guaranteed allocation of rooms at one of the residences. It also now contracts directly with a number of homestay hosts. This enables them to provide accommodation more easily during periods of high demand.
- 4.5 Health, safety and security of premises are excellent. The premises are secure, fit for purpose and well maintained to ensure the health and safety of students and staff. They provide a comfortable and welcoming environment for students to learn and socialise. Access to the college allows all students to enter and leave safely, including for emergency evacuations. All parts of the college are wheelchair accessible. There are sufficient washrooms, including for those with disabilities. Classrooms, social and study areas are attractively decorated and well-equipped with suitable furniture and fittings. Lighting, heating, ventilation and sound insulation are satisfactory. All areas of the premises are kept in a clean, tidy and hygienic state. Free drinking water is provided to help maintain students' well-being.
- 4.6 All necessary measures are taken to protect students and staff from fire and other hazards. Staff and students receive useful information at induction so that they know how to keep themselves safe. There are excellent arrangements for fire safety including plentiful fire-fighting equipment, regular drills, up to date fire risk assessments and checking of fire-fighting equipment. Sufficient staff are trained as fire marshals and first aiders. There is an appropriate first aid policy that is effectively implemented. Arrangements to assist students who are ill or injured are excellent and meticulous records are kept of accidents and incidents. Students feel safe in the college and in their accommodation. Appropriate risk assessments exist for all activities outside the college. Students are involved in discussing health and safety matters with the college and any concerns are effectively addressed.
- 4.7 Student registration and attendance records are good. Admissions records are detailed and contain all the required information about prospective and enrolled

- students. The college keeps accurate attendance registers and makes prompt contact with students who do not attend, immediately for those who are under the age of 18 years. Consequently, the college is well aware of the whereabouts of students missing from classes. Appropriate reports are made to the Home Office for students studying under Student Visa arrangements who do not meet attendance conditions or discontinue their studies. The majority of students have a high level of attendance. The process for the collection and refund of fees is clear and fair.
- 4.8 Pastoral and personal support for students is excellent. Highly effective personal and welfare support is provided to students, including for maintaining their mental and physical health, to keep them on track and build confidence. Staff are trained in mental health awareness. A very thorough induction prepares students well for their studies and teaches them how to stay safe and access support should they have any personal or academic concerns.
- 4.9 Excellent and productive relationships exist between staff and students and amongst students themselves. They thoroughly enjoy studying and socialising together in a conducive learning environment. Managers ensure that students are aware of college policies and promote the behaviour expectations and college values during induction. As a result, there are no reported incidences of bullying and harassment, and students' behaviour overall is excellent.
- 4.10 A well-managed and extensive social programme is provided that students enjoy. They participate in a wide range of extra-curricular activities. For example, they learn about the local area, get involved in trips outside of London and participate in various board games, sport and social activities offered by the college.
- 4.11 Careers guidance is highly effective. International Foundation pathway students receive excellent and regular advice that supports them in planning for their progression to university. General English students are well informed about potential next steps, progression opportunities and studies at a higher level in the UK and abroad.
- 4.12 Safeguarding arrangements are good. There is a comprehensive safeguarding policy which is updated on a yearly basis. The college has a suitably trained designated safeguarding lead on site and a named safeguarding lead at board level. Managers have in place appropriate arrangements to keep students safe. They have established effective links with external agencies for support and to refer any incidents. They maintain accurate logs and record actions taken when safeguarding concerns are reported. Students feel safe and confirm that they know who to go to with any problems. Suitable risk assessments exist to ensure their safety when taking part in activities off site. All staff have completed training on safeguarding and preventing radicalisation and extremism. Enhanced DBS checks are made on all staff who come into contact with students under the age of 18 years and an accurate single central record (SCR) of appointments is maintained.
- 4.13 Residential accommodation is good. Residences are maintained to a good standard with robust safety and security measures in place. The accommodation is well-

managed to ensure the health and safety and welfare of students, including comprehensive fire safety arrangements. Reception or security staff are available 24 hours a day to assist students with any problems. The college makes regular checks on homestays and residences that are managed by external agencies to ensure that good standards are maintained.

- 4.14 Managers make regular checks on directly managed homestay hosts to ensure that standards of cleanliness and comfort are maintained and quality remains good. The large majority of students are satisfied with their accommodation. Managers address any problems or complaints promptly. Enhanced DBS checks are made on adults in host families who accommodate students under the age of 18 years and they complete training in safeguarding and preventing radicalisation and extremism.

5. THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT

- 5.1 The effectiveness of governance, leadership and management is good. All Key Standards continue to be met.
- 5.2 The recommendation in this area from the previous inspection report is:
- Expand teacher appraisals to include other aspects of their working life to provide a more balanced overview of their role.
- 5.3 Excellent progress has been made towards this recommendation. The appraisal process has been redesigned following the last inspection. It now includes broader discussions around working life, not just the outcomes of lesson observations. Targets are set and monitored related to a variety of aspects of teachers' job roles. For example, administration, building maintenance, business and customer awareness. As a result, staff discuss with their managers wider aspects of their roles and their contributions to the college's success.
- 5.4 Since the previous inspection, changes have been made to the management structure of the college. The day-to-day running of the college is now delegated to the Deputy Head of Operations, previously the Director of Studies, who now fulfils the role of principal.
- 5.5 Proprietorial oversight of the school by Malvern International is good. The board of directors provide effective oversight of the college and are engaged in its strategic development. The Head of Operations, and other senior leaders, are often on site and so have a good insight into the working of the college. They are effective in exercising their monitoring role, and providing support, challenge and stimulus for growth and improvement. They fully discharge their responsibilities for maintaining educational standards, financial planning and investment in staff, accommodation and resources. All legal permissions are met. The Head of Operations, together with the Deputy Head of Operations, effectively discharge their responsibilities to ensure the welfare, health and safety of students and to safeguard students under the age of 18 years.
- 5.6 Management structures and responsibilities in the college are good. Relationships and communication between senior leaders and college managers are excellent, which allows for staff views to be taken into account and for key messages to be clearly communicated. Leaders and managers provide clear educational direction and ensure that appropriate policies are provided and fully implemented. Roles and responsibilities are clear. Staff work to accurate job descriptions but are highly flexible so that business needs are met. Management at all levels is successful in securing, supporting, developing and motivating sufficient high-quality staff and ensuring that they are suitably trained for their roles. The college has effective mechanisms to accurately assess and evaluate all aspects of its provision and set targets for improvement.

- 5.7 Quality assurance is good. Leaders and managers have very well developed and established quality assurance mechanisms and use these well to improve the quality of education and the overall student experience. Managers successfully identify priorities for improvement following frequent lesson observations, feedback from students and staff and take swift and timely action to improve and resolve issues and concerns.
- 5.8 An appropriate complaints procedure is in place and effectively advertised. It includes provision for adjudication should a complaint be unresolved. Accurate records are kept of any complaints, actions taken and the stage at which they were resolved. The college does not provide a fee protection scheme for students.
- 5.9 Staff recruitment and suitability checks are good. Staff recruitment processes and suitability checks are systematically carried out. All necessary checks are made on staff's identity and right to work in the UK. Enhanced DBS checks are carried out on all staff who have contact with students to ensure their suitability to work with students under the age of 18 years. Written references are obtained and verified and gaps in employment history are checked prior to the commencement of their employment. The college keeps an accurate SCR to confirm that all necessary checks have been carried out.
- 5.10 Provision of information is excellent. The college website is user friendly and offers a wide range of detailed information that is helpful to students and prospective students. The college provided well organised and detailed information to inspectors on request.

6. ACTIONS AND RECOMMENDATIONS

The college has maintained the good quality found at the last inspection.

Recommendations for further improvement

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

- Improve the punctuality of students to avoid loss of learning time and disruption to classes commencing after breaks.
- Develop the skills of teachers in managing group activities so that students consistently participate fully and equally in activities in all lessons.
- Provide regular tutorials for all International Foundation students so that they are provided with challenging targets to support their progress.

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 with the proprietor. Inspectors visited residential accommodation. 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

Ms Angela Moir	Lead Inspector
Ms Kanwaljit Dhillon	Team Inspector

7. FINANCIAL SUSTAINABILITY CHECK

A financial sustainability check was not carried out.