

Organisation name	Berlitz London
Inspection date	24–25 September 2024

Section standards	
<b>Management</b> The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
<b>Premises and resources</b> The premises provide students and staff with a safe, 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.	Met
<b>Teaching and learning</b> The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
<b>Welfare and student services</b> The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
<b>Safeguarding under 18s</b> There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	N/a

Recommendation
We recommend continued accreditation.

Summary statement
<p>The British Council inspected and accredited Berlitz London in September 2024. 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 <a href="http://www.britishcouncil.org/education/accreditation">www.britishcouncil.org/education/accreditation</a> for details).</p> <p>This small private language school offers courses in general and professional English for adults (18+) in school premises and online.</p> <p>Strengths were noted in the area of student administration.</p> <p>The inspection report noted a need for improvement in the area of leisure opportunities.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

## Introduction

Berlitz London is a well-established school, which teaches English and foreign languages to individuals. Most of its students take very intensive short courses which are wholly on a one-to-one basis, and the majority attend lessons online. The school has been owned by International Business College Manchester Ltd since July 2024, the owner of which also has Berlitz schools in Manchester and Dublin. The Berlitz corporation is an international language teaching, translation and publishing company, with about 500 directly owned schools worldwide and many franchises. Berlitz produces its own teaching and learning materials, which form a core part of the design of almost all its English courses. Senior general and academic management remains mostly the same as at the previous inspection, although a new part-time director of studies (DoS) is in place.

The inspection took place over two days. The inspectors had meetings with the operations manager, the assistant language centre director, the Berlitz Study Abroad (BSA) and sales co-ordinator and the DoS. Focus group meetings were held with students and teachers. All teachers scheduled to teach during the inspection were observed. One inspector spoke to the registered accommodation agency which organises all the homestays used by the school.

## Address of main site/head office

Fox Court, 14 Grays Inn Road, London WC1X 8HN

## Description of sites visited/observed

The school is located in a shared office and co-working space in central London, next to Chancery Lane underground station. There is a general reception on the ground floor, which is for the whole building. The school's classrooms are on the first and second floors, which are shared with many other companies. There are two classrooms and a storage/resource room on the first floor, and two classrooms on the second floor. All classrooms are dispersed among other offices. Both floors have toilets and a communal kitchen/breakout area.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applied English/Content and language integrated learning (CLIL)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Comments

'Private-flex' courses are offered on a one-to-one basis with a timetable and content designed to meet the clients' individual needs and interests. Classes can be scheduled between 08.00 and 20.00, including Saturday mornings, and can be delivered face to face or online.

## Management profile

The operations manager has overall responsibility for the school. He is assisted by the BSA and sales co-ordinator in student administration and sales. The assistant language centre director oversees academic management and is assisted by the part-time DoS.

## Accommodation profile

The centre offers homestay accommodation managed by an agency registered with the British Council. Recently, they have also begun to offer rooms in a local aparthotel.

## Summary of inspection findings

### Management

The provision meets the section standard and exceeds it in some respects. The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity. Student administration is very well managed. *Student administration* is an area of strength.

### Premises and resources

The provision meets the section standard. The premises provide students and staff with a safe, comfortable and professional environment for work and relaxation. A good range of learning resources is available, appropriate to the age and needs of the students.

### Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students in their learning. Courses are structured and managed to provide benefit to students. The teaching observed meets the requirements of the Scheme.

### Welfare and student services

The provision meets the section standard. Overall, the provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services and suitable accommodation. However, not enough information on access to social and cultural events in the local area is provided. There is a need for improvement in *Leisure opportunities*.

### Safeguarding under 18s

No students under the age of 18 are accepted.

### Declaration of legal and regulatory compliance

The items sampled were satisfactory

## Evidence

### 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.	Not met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	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

M5 Although mid- and end-of-course feedback is sought and action taken is recorded, processes to collect initial feedback and to troubleshoot on all services are not sufficiently robust or formalised.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
M9 The provider specifies the duties of all staff working with ELT students, and ensures that these are up to date.	Not met
M10 There are effective procedures for the recruitment and selection of all staff.	Met

M11 There are effective induction procedures for all staff.	Met
M12 There are effective procedures for monitoring and appraising all staff, for highlighting good performance, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Not met
M13 There are effective procedures to ensure the continuing professional development (CPD) of all staff to meet the needs of the individual, the students and the organisation.	Strength

#### Comments

M9 Some job descriptions are not kept up to date and systems to ensure the review of staff duties are lacking.  
M12 Not all staff had undergone appraisals at the time of the inspection.  
M13 All staff benefit from robust company-wide development opportunities as well as external training.

Student administration	Area of strength
M14 Staff are helpful and courteous to students and their representatives, and provide good levels of customer service.	Strength
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 There are clear systems in place to enrol students effectively and maintain accurate information about student payment and course details. This information is readily accessible to relevant staff.	Strength
M17 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M18 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Met
M19 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M20 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about who to see about problems and how to make a complaint.	Strength

#### Comments

M14 Administrative staff are experienced, helpful and provide excellent levels of customer service, which is evidenced in student feedback.  
M16 Student enrolment is carried out with precision. An in-house customer relationship management system ensures that all records are always complete and up to date.  
M20 Information on making complaints is very clear and all issues are tracked with action taken recorded.

Publicity	Met
M21 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Met
M22 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M23 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M24 Publicity includes clear, accurate and easy-to-find information on costs.	Not met
M25 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	N/a
M26 Publicity gives an accurate description of any accommodation offered.	Not met
M27 Descriptions of staff qualifications are accurate.	Met
M28 Claims to accreditation are in line with Scheme requirements.	Met

#### Comments

Publicity consists of the website and some social media platforms.  
M24 No information on costs was available but this was added during the inspection and is no longer a point to be addressed.  
M26 No information on accommodation was available but this was added during the inspection and is no longer a point to be addressed.

## Premises and resources

Premises and facilities	Met
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.	Met
P3 Classrooms and other learning areas provide a suitable study environment.	Met
P4 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display or sharing of general information.	Not met
P6 There is sufficient space for all staff, for work, meetings, relaxation and the storage of personal possessions.	Met

### Comments

P5 There is no signage outside the building or at the reception area to signify that the school is located there.

Learning resources	Met
P7 There are sufficient learning resources for classroom use for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Strength
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Met
P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Met
P10 Students have access to resources for independent learning, relevant to their learning aims and expectations.	Met
P11 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

### Comments

P7 There is a very good range of learning resources available for classroom use which are supplied by Berlitz and are designed to meet the needs of their students' profiles.

## Teaching and learning

Academic staff profile	Met
T1 There is a clear recruitment and support policy for the academic team relevant to the stated course objectives and student profile.	
T2 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	
T3 The teaching team has ELT/TESOL qualifications, general level of education, experience, knowledge and skills relevant to the courses they are teaching.	

### Comments

The academic staff team has a professional profile (qualifications and experience) that is largely appropriate to the school's context. The recruitment and support policy is effectively devised and implemented in line with the stated course objectives and the student profile.

Academic management	Met
T4 Teachers are matched appropriately to courses and there are effective procedures for the appropriate timetabling of students, courses and classrooms.	Met
T5 There are formalised arrangements for covering for absent teachers which are satisfactory to students and staff.	Met
T6 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	N/a
T7 There are effective arrangements for the academic induction of new teachers appropriate to their needs.	Met

T8 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T9 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager based on clear standards known to teachers.	Met
T10 There are effective procedures to ensure the continuing professional development (CPD) of all teachers to meet the needs of the individual teachers, the students, and the organisation.	Strength

#### Comments

T10 Teachers benefit from an extensive in-house CPD programme and are also given external training opportunities.

<b>Course design and implementation</b>	Met
T11 The course design is comprehensive and is based on the provider's stated approach to learning or educational philosophy, and is appropriate to the learning context.	Met
T12 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Not met
T13 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T14 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students and referred to in class.	Met

#### Comments

T12 Strategies which help students to develop their language skills outside the classroom are not currently explicit in the courses.

<b>Learner management</b>	Met
T15 There are effective procedures for the correct placement of students, appropriate to their level and age.	Met
T16 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T17 Students are helped to identify their learning needs and receive support to meet course objectives.	Strength
T18 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests. Students wishing to progress to mainstream UK education have access to relevant information and advice.	Met

#### Comments

T17 Students benefit from a detailed needs analysis before the course commences, as well as a tutorial during the course to re-assess aims and discuss progress.

#### Classroom observation record

Number of teachers seen	10
Number of observations	10
Parts of programme(s) observed	General and business English

#### Comments

All lessons were one-to-one, seven of which were online.

<b>Teaching: classroom observation</b>	Met
T19 Teachers produce accurate models of spoken and written English; they provide clear explanations and relevant examples of language and usage, that are appropriate to the aims of the lesson and suitable for the students' level.	Met
T20 The content of the lessons is based on the overall course objectives and takes into account the differing students' needs and backgrounds.	Met
T21 The intended learning outcomes of lessons are made known to students, and are achieved through an appropriate sequence of activities.	Not met
T22 Teaching techniques used are appropriate to the focus of the lesson, to the context, and to the needs of the group and individual learners.	Met

T23 Teachers enhance learning by effectively managing the classroom environment and teaching and learning resources.	Met
T24 Students receive and benefit from appropriate and timely feedback on their performance during the lesson.	Met
T25 Lessons include activities for teachers and students to evaluate whether learning is taking place.	Met
T26 Teachers promote a positive and inclusive learning atmosphere and students are engaged in the lesson.	Met
<b>Comments</b>	
T19 Teachers produced accurate models and gave clear examples and explanations. Models were provided for the pronunciation of individual words. Language used by teachers was appropriate to the students' levels.	
T20 The content of the lessons was based on course objectives. Topics and materials were appropriate to the student profile. Individual student profiles were provided.	
T21 Outcomes were not expressed satisfactorily in most lessons. Teaching or language learning aims were included in lesson plans; however, often there was no evidence of these being shared with learners.	
T22 Teachers displayed a range of techniques, including elicitation, questioning, nomination and instruction giving.	
T23 Materials were used effectively. Handouts and electronic resources were attractively designed.	
T24 Feedback on student performance was given in all lessons and correction was planned in some lessons. Teachers utilised on the spot and delayed correction.	
T25 Restricted and freer activities to assess if learning is taking place were included in all lessons.	
T26 Teachers showed good rapport with learners, were encouraging and created a positive learning environment.	

## Welfare and student services

<b>Care of students</b>	Met
W1 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Not met
W2 Students receive pastoral care appropriate to their age, background and circumstances. All staff and students know the name(s) of the person or people who deal with students' personal problems.	Met
W3 There are policies to promote tolerance and respect, and procedures for dealing with any abusive behaviour. All staff and students are aware of these.	Met
W4 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W5 Students receive advice on relevant aspects of travel to and life in the UK.	Met
W6 Students have access to adequate health care provision.	Met
<b>Comments</b>	
W1 An emergency plan is in place, but this does not include any guidance on what to do in the event of an intruder on site. The plan is known to staff but students are not given any information.	
<b>Accommodation</b> (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.	Not met
W10 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Strength
W11 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Not 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**

W9 Although the aparthotel has been visited by a member of the team to discuss terms, no inspection of the accommodation was carried out and no records made.

W10 The confirmation of the booking for homestay accommodation gives very full information, including a pen portrait of the hosts, as well as photographs of the accommodation. There is additional information about the local area.

W11 Initial feedback forms do not refer to accommodation and neither do the forms completed as part of the counselling/tutorial service.

**Accommodation: homestay only**

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 subsection are fully met.

**Accommodation: other**

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 subsection are fully met.

**Leisure opportunities****Need for improvement**

W19 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.

Not met

W20 The content of any leisure programme is appropriate to the age and interests of the students.

Met

W21 Any leisure programmes are well organised and sufficiently resourced.

Met

W22 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.

Not met

W23 Staff supervising sporting and leisure activities on or off-site have appropriate experience, support and training.

Met

**Comments**

W19 Students are not provided with any information about access to social, cultural, and sporting events besides occasional opportunities to attend a football match.

W20 The centre does not offer an extensive social programme but there is a weekly visit to a local pub with a teacher.

W22 Risk assessments are in place for the football stadium and pub visits, but none have been created for restaurant visits nor excursions which are sometimes part of the course.

**Declaration of legal and regulatory compliance**

D1 The organisation certifies that it operates at all times in accordance with the declarations in the *Declaration of legal and regulatory compliance*.

The Accreditation Scheme requires accredited providers to comply with all applicable laws and regulations. Providers must take steps to ensure that they are aware of, and comply with, all existing and new legal requirements.

On initial application and annual renewal of accreditation, providers are required to confirm that they are complying with all applicable laws and regulations.

Inspectors will check a random sample of items during inspection, in relation to criterion D1; if they find evidence of a breach of statutory or other legal requirements, the provider will be required to submit evidence of compliance confirmed by the appropriate regulatory body.

Any breach of the law or regulations will be viewed seriously by the Scheme and may result in the withdrawal or withholding of accreditation.



Any sustained breach of the law or regulations which an accredited provider fails upon reasonable notice to remedy will result in accreditation being withdrawn.

## Comments

D1 The items sampled were satisfactory.

## Organisation profile

Inspection history	Dates/details
First inspection	2009
Last full inspection	2018
Subsequent checks/visits (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	Foreign language teaching, cultural training
Other related accredited schools/centres/affiliates	Berlitz Manchester
Other related non-accredited schools/centres/affiliates	Franchised and directly owned Berlitz schools in many countries throughout the world

## Private sector

Date of foundation	1901
Ownership	Name of company: International Business College Manchester Ltd Company number: 07505626
Other accreditation/inspection	N/a

## Premises profile

Details of any additional sites in use at the time of the inspection but not visited/observed	N/a
Details of any additional sites not in use at the time of the inspection	N/a

## Student profile

	At inspection	Estimate at peak
ELT/ESOL students (eligible courses)	At inspection	July
Full-time ELT (15+ hours per week) 18 years and over	2	4
Full-time ELT (15+ hours per week) aged 16–17 years	0	0
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	8	10
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
<b>Overall total ELT/ESOL students shown above</b>	<b>10</b>	<b>14</b>
Adult programmes: advertised minimum age	18+	18+
Adult programmes: typical age range	35–55	35–55
Adult programmes: typical length of stay	1–2 weeks	1–2 weeks
Adult programmes: predominant nationalities	German, French, Polish	German, French, Polish, Spanish
Junior programmes: advertised minimum age	N/a	N/a
Junior programmes: advertised maximum age	N/a	N/a
Junior programmes: typical length of stay	N/a	N/a
Junior programmes: predominant nationalities	N/a	N/a

## Staff profile

	At inspection	Estimate at peak
Total number of teachers on eligible ELT courses	10	12
Number teaching ELT 20 hours and over a week	5	

Number teaching ELT under 20 hours a week	5	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	2	
Total number of support staff	0	

#### Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification and at least three years' full-time relevant teaching experience	1
Academic managers without TEFLQ qualification or three years' relevant experience	1
Total	2
Comments	

Neither academic manager was scheduled to teach in the week of the inspection.

#### Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification/profile	0
TEFLI qualification	6
ATEFL portfolio in progress	0
Non-ELT-related qualified teacher status only (for short courses for under 18s)	0
Holding specialist qualifications only (for ESP/CLIL)	0
Alternative professional profile	4
Total	10
Comments	

Alternative professional profile teachers were trained by Berlitz.

#### Accommodation profile

Number of students in each at the time of inspection (all students on eligible courses)		
Types of accommodation	Adults	Under 18s
<i>Arranged by provider/agency</i>		
Homestay	0	0
Private home	0	0
Home tuition	0	0
Residential	0	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	10	0
Staying in privately rented rooms/flats	0	0
Overall totals adults/under 18s	10	0
Overall total adults + under 18s	10	

#### Items requiring early action

Evidence must be submitted within three months to demonstrate that weaknesses in W1 and W22 have been addressed. The required evidence was subsequently submitted.