

Organisation name	Berlitz Manchester
Inspection date	28–29 May 2019

Section standards	
Management 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
Premises and resources The premises provide students and staff with a 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
Teaching and learning 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
Welfare and student services 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.	Not met
Safeguarding under 18s 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 that accreditation be placed under review because the section standard for welfare and student services was not met and there were weaknesses in publicity. The period of review to be ended by the submission of an action plan within three months, followed by a spot check within six months.

Summary statement

The summary statement has been withdrawn and should not be used.

Introduction

Berlitz Manchester is a franchise of the wider Berlitz organisation, which has schools in various locations around the world. The proprietor and managing director of the Manchester school also owns Berlitz Dublin and a business college (IBCM).

There have been a number of staff changes since the last inspection. The admissions manager has been in post for approximately 18 months, and the accommodation manager is very new to his role. The previous ADoS left the school last year, and in January this year, one of the teaching team was given the role of senior teacher, with a view to becoming ADoS after an unspecified period. The DoS has been in post since 2012.

The inspection lasted two days and involved two inspectors. Meetings were held with the managing director, the DoS, the senior teacher, the admissions manager, the accommodation manager, and the teacher responsible for the leisure programme. A focus group was held with teachers and one with students. All teachers timetabled during the inspection were observed. One inspector visited three homestay providers and a residence.

At the time of the inspection, the school was accepting students under the age of 18 and the section standard for Safeguarding under 18s was not met. Subsequently a decision was taken to raise the minimum age to 18 and students under 18 are no longer accepted so the Safeguarding under 18s section is no longer applicable.

Address of main site/head office

Europa House, 55 Mosley Street, Manchester M2 3HQ

Description of sites visited

The school occupies four floors of a five-storey building in a central area of Manchester and shares these premises with IBCM. All offices are in the basement, as well as the teachers' room and a large meeting room. On the ground floor there is a reception area, with a ramp for disabled access and three classrooms. A creche occupies the remaining part of the ground floor. The first floor is mostly taken up by a student relaxation area with a coffee bar. There are three classrooms on this floor and a further seven on the second and third floors. A lift serves the ground and upper floors.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>
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

General English is the main offering, with 15 or 20 hour options. Additional modules can be added to include IELTS and Cambridge preparation, and communication or business skills. In addition, ESP tuition is offered in a number of areas. Summer courses are offered for parents with their children aged four to 15.

Management profile

The admissions manager, the accommodation manager, and the DoS all report to the managing director, along with the organisation's marketing director and business development manager. The DoS has line management responsibility for the senior teacher (previously ADoS) and the teaching team.

Accommodation profile

The school provides half-board homestay accommodation with full board at weekends. Residential self-catering accommodation is available for adults. One inspector visited three homestays and the residence.

The school has approximately twenty-five homestays, averaging 30-minute travel time from the school. All homestays are managed by the school itself. At the time of inspection, seven homestays were in use.

The residence is a 13-minute walk from the school. Accommodation is in single, ensuite rooms with a shared kitchen. There is a communal laundry room.

Summary of inspection findings

Management

The provision meets the section standard. Overall, the management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals and values. Publicity materials do not create a sufficiently clear picture of all areas of provision. There is a need for improvement in *Publicity*.

Premises and resources

The provision meets the section standard. The premises provide students and staff with an adequate environment for work and relaxation, but some areas would benefit from more regular maintenance and improved ventilation. A 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 effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision does not meet the section standard. Although arrangements for the care and safety of students are generally appropriate, the leisure programme is not consistently managed and risk assessments are inadequate. The accommodation visited was suitable but accommodation systems do not ensure that fire risk assessments are carried out, or that recommended accommodation is monitored. Arrangements for collating of feedback and recording action are insufficient. There is a need for improvement in *Accommodation* and *Leisure opportunities*.

Safeguarding under 18s

The provision does not meet the section standard. Although there are arrangements for the safeguarding of students under the age of 18 within the school, there is no risk assessment for unsupervised time. Recruitment procedures for homestay hosts are insufficient as they do not ensure that references are collected or that all adults have current criminal record checks. There is a need for improvement in *Safeguarding under 18s*.

A decision has been taken to raise the minimum age to 18 and students under 18 are no longer accepted so the Safeguarding under 18s section is no longer applicable.

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 After a period where systems for collecting and recording feedback appear to have lapsed, initial and end-of-course feedback is sought. However, there is no clear means of capturing and recording issues arising and action taken.	
Staff management and development	
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 regularly reviews these.	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, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Met
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Met
Comments	
All criteria in this area are fully met.	
Student administration	
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M19 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
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met
Comments	
All criteria in this area are fully met.	
Publicity	
M22 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.	Not met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 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.	Not met
M27 Publicity gives an accurate description of any accommodation offered.	Not met

M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

The school's publicity materials comprise a website and brochure, and the website is the main medium.

M22 Publicity continues to makes claims which would be difficult to substantiate, and/or which do not reflect actual provision. Much is made of the student café as a facility but it had ceased to operate for some time prior to the inspection, had recently been reopened and then was only open for a very brief period each morning, with a limited offering. Some aspects of the management of courses are not made clear; for example a range of junior programmes is advertised but inspectors were told that juniors are only accepted in Manchester under specific conditions. Some photographs are not of the actual premises and uncaptioned. The *accreditations* page of the brochure lists a number of organisations who do not accredit.

M26 There is a description of the level of care for 16 and 17 year olds, but not for juniors.

M27 Descriptions of accommodation offered do not make it clear that not all options are managed or monitored by the school.

Premises and resources

Premises and facilities	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Not met
P2 Classrooms and other learning areas provide a suitable study environment.	Not met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Strength
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met

Comments

P1 Although clean and in reasonable repair in some respects, the premises exhibit signs of irregular maintenance. There was a leak in one of the rooms during the inspection, some air conditioning units were not working, and inspectors noted loose or cracked ceiling tiles, a musty smell in some rooms, and a number of very stuffy, poorly ventilated rooms.

P2 Whilst classrooms at the front and back of the building are bright and airy, a number of internal rooms have no natural light and are poorly ventilated. Feedback forms included a number of student comments about the stuffiness and discomfort of classrooms.

P5 Signage is clear throughout the building and noticeboards are plentiful, appropriately located, informative and up to date.

Learning resources	Met
P7 There are sufficient learning resources for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
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 Any facilities provided for additional or independent learning are appropriately equipped and organised.	N/a
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

Comments

All relevant criteria in this area are fully met.

Teaching and learning

Academic staff profile	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Met
T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.	Met
T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Met
Comments	
All criteria in this area are fully met.	

Academic management	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met
Comments	
All criteria in this area are fully met.	

Course design and implementation	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	N/a
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Met
T16 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
Comments	
T16 Courses do not specifically include strategies in this area.	

Learner management	Met
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Met

T18 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	Met
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Met

Comments

All criteria in this area are fully met.

Classroom observation record

Number of teachers seen	7
Number of observations	7
Parts of programme(s) observed	All

Comments

None.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Strength
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Strength

Comments

T23 Teachers provided clear and accurate models and relevant examples. In some cases additional information about language, such as parts of speech, was given, although this was not the norm.

T24 Lesson plans often contained information about students sufficient to identify cultural and learning needs, but not always how to accommodate them.

T25 There were clear links between activities and aims. Teaching aims were generally shared with students, rather than the learning outcomes included in many plans.

T26 A range of relevant techniques was seen, including effective elicitation and questioning, nomination and concept checking, but their use was not consistent and varied widely.

T27 Teachers generally gave clear instructions and ensured appropriate seating arrangements. Whiteboards were mostly well organised and clear, and competent use was made of both coursebooks and handouts.

T28 Teachers monitored students' language during activities and in many cases gave useful feedback, including praise and encouragement. A range of techniques was used effectively in most cases to correct students' language, including self and peer correction and delayed error correction.

T29 In most classes, use was made of short tasks and assessment activities, often provided by the coursebook in use. There was some concept checking of understanding, and reference to work covered in previous lessons.

T30 Teachers generally had good presence and voice projection, and ensured an appropriate balance of interaction patterns. They showed clear knowledge of learners and made good use of nomination, and some demonstrated awareness of, and ability to deal with, L1 needs. There was a very good working atmosphere in almost all classes and students were very engaged.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from good to satisfactory, with the majority being satisfactory. Teachers demonstrated grammatical awareness and generally provided appropriate models through their own speech and writing. In many cases, lessons had been carefully planned with learners' needs and course objectives in mind. The techniques used were for the most part appropriate to the age range, and classroom resources were managed competently. Teachers had usually given thought to the evaluation of learning and feedback to learners and most had created a positive atmosphere conducive to learning.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
W2 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
W3 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
W4 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
W5 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W6 Students receive in advance information on the most appropriate forms of transport between the point of entry to the UK and the provider or accommodation, including approximate costs.	Met
W7 Students receive advice on relevant aspects of life in the UK.	Met
W8 Students have access to adequate health care provision.	Met

Comments

W2 There is only a lock-down plan in place which does not include procedures for when students are off site. A comprehensive emergency plan was drawn up during the inspection and this is no longer a point to be addressed.

Accommodation (W9–W22 as applicable)	Need for improvement
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Not met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Not met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met

Comments

W11 Inspections of homestay take place. However, the majority of hosts have not carried out fire risk assessments. W13 Basic feedback on accommodation is collected. However, there is no evidence of this being collated. Action taken to follow up problems is not fully recorded and accessible.

Accommodation: homestay only	
W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met

W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met

Comments

All criteria in this section are fully met.

<i>Accommodation: other</i>	
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	Not met

Comments

W22 Hotels recommended by the school on their website are not visited to assess suitability.

Leisure opportunities	Need for improvement
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Not met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Not met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Not met

Comments

W25 The leisure programme is not under the direction of a named person in job descriptions, notices around the school or the student handbook.
W26 Risk assessments for specific activities have not been drawn up. Activity leaders cannot familiarise themselves with the risks and how to respond.
W27 Staff supervising leisure activities do not have experience of running such programmes and no training or CPD is provided on risk assessment or leading activities.

Safeguarding under 18s

Safeguarding under 18s	Not met
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Not met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Not met
S7 There are suitable arrangements for the accommodation of students.	Not met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met

Comments

A decision has been taken to raise the minimum age to 18 and students under 18 are no longer accepted so the Safeguarding under 18s section is no longer applicable.

May 2019: At inspection there was one 17-year-old student enrolled on an adult course but this can go up to nine or more at other non-peak times of the year. During peak times there may be ten to 12 young people on adult courses. There are up to 25 under 18s on the school's summer programmes, with age ranges from 4 to 7, 8 to 11 and 12 to 15. Under 18s on summer programmes do not use the school's accommodation as they stay with their parent(s) or legal guardians. There is an on-site crèche for students' children aged 6 months to 5.

S1 Safeguarding policies refer to safer recruitment practices but see S4.

S4 No references have been collected for homestay hosts recruited since 1 January 2016. An adult normally resident in a homestay designated for under 18s was found not to have a criminal record check in place.

S6 A code of conduct for under 18s is included in booking terms and conditions. No risk assessment of unsupervised time is in place.

S7 Confirmation in writing from the parent(s) or legal guardian of alternative arrangements for accommodation is not sought by the school.

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	July 2003
Last full inspection	November 2015
Subsequent spot check (if applicable)	22 February 2016
Subsequent supplementary check (if applicable)	17 August 2017
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	UK franchises under different ownership in London, Edinburgh & Oxford. Berlitz Manchester has a contract with Choices International to provide the English language component of residential vacation courses for under 18s at the University of Roehampton. This is covered by Choices International's own accreditation (2016).
Other related non-accredited schools/centres/affiliates	Managing Director/Proprietor also owns Berlitz Dublin. International Business College Manchester (IBCM) operates from the same premises in Manchester. This is a separate legal entity wholly owned by the managing Director of Berlitz Manchester. There are worldwide Berlitz franchises.

Private sector

Date of foundation	2000
Ownership	Name of company: Orient Direct Limited trading as Berlitz Manchester. Company number: 3270882
Other accreditation/inspection	N/a

Premises profile

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

Student profile	At inspection	In peak week: July (organisation's estimate)
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	29	75
Full-time ELT (15+ hours per week) aged 16–17 years	1	15
Full-time ELT (15+ hours per week) aged under 16	0	20
Part-time ELT aged 18 years and over	0	2
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	30	112
Junior programmes: advertised minimum age	N/a	4
Junior programmes: advertised maximum age	N/a	15
Junior programmes: predominant nationalities	N/a	Saudi
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	18–40	16–40
Adult programmes: typical length of stay	2–44 weeks	2–44 weeks
Adult programmes: predominant nationalities	Saudi Arabian	Saudi Arabian, Spanish

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	7	16
Number teaching ELT 20 hours and over a week	4	
Number teaching ELT under 19 hours a week	3	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	4	
Total number of support staff	N/a	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	2
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	2
Comments	
None.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	3

TEFLI qualification	4
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	7

Comments

None.

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	4	0
Private home	0	0
Home tuition	0	0
Residential	1	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	0	1
Staying in privately rented rooms/flats	24	0
Overall totals adults/under 18s	29	1
Overall total adults + under 18s	30	