**Spot check report**

<table>
<thead>
<tr>
<th>Organisation name</th>
<th>Berlitz Manchester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspection date</td>
<td>22 February 2016</td>
</tr>
</tbody>
</table>

**BACKGROUND**

**Organisation profile**

<table>
<thead>
<tr>
<th>Inspection history</th>
<th>Dates/details</th>
</tr>
</thead>
<tbody>
<tr>
<td>First inspection</td>
<td>July 2003</td>
</tr>
<tr>
<td>Last full inspection</td>
<td>June 2015</td>
</tr>
<tr>
<td>Subsequent spot check (if applicable)</td>
<td>N/a</td>
</tr>
<tr>
<td>Subsequent supplementary check (if applicable)</td>
<td>N/a</td>
</tr>
<tr>
<td>Subsequent interim visit (if applicable)</td>
<td>N/a</td>
</tr>
<tr>
<td>Other related non-accredited activities (in brief) at this centre</td>
<td>N/a</td>
</tr>
<tr>
<td>Other related accredited schools/centres/affiliates</td>
<td>UK franchises in different ownership in London, Edinburgh and Oxford.</td>
</tr>
<tr>
<td>Other related non-accredited schools/centres/affiliates</td>
<td>Berlitz Manchester has a contract with Choices International (non-accredited) for the delivery of English only at Roehampton. This covers residential vacation courses for under 18s. International Business College Manchester (IBCM) operates from the same location but is a separate legal entity wholly owned by the managing director. Worldwide Berlitz franchises.</td>
</tr>
</tbody>
</table>

**Premises profile**

<table>
<thead>
<tr>
<th>Address of main site</th>
<th>Europa House, 55 Mosley Street, Manchester M2 3HY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details of any additional sites in use at the time of the inspection</td>
<td>N/a</td>
</tr>
<tr>
<td>Details of any additional sites not in use at the time of the inspection</td>
<td>Third floor, 40 Fountain Street, Manchester M2 2BE. The leased premises are located in an office block which is situated a short walk from the main site. Up to six classrooms and a teachers' room are available if needed.</td>
</tr>
<tr>
<td>Sites inspected</td>
<td>The school is located in a five-storey building in Manchester’s financial quarter. The premises are leased from a property company owned by the Berlitz Manchester managing director. The building has been refurbished and the premises are shared with IBCM. The management, administration and academic offices, teachers’ room and a learning resources room are all located in the basement. On the ground floor there is a reception area, with a ramp for disabled access, and a disabled toilet. The school uses a total of thirteen classrooms on the ground, first and second floors. The IBCM classrooms are located on the third floor. The computer room on this floor is a shared facility. There is a cafeteria/student lounge on the first floor and toilets on four floors. A lift serves the ground and upper floors. A supervised crèche is available for the children of students enrolled at the school.</td>
</tr>
</tbody>
</table>

**Current accreditation status and reason for spot check**

<table>
<thead>
<tr>
<th>Current accredited status</th>
<th>Accreditation under review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason for spot check</td>
<td>Signalled: end period under review</td>
</tr>
</tbody>
</table>


INTRODUCTION

Background
After the full inspection in June 2015, Berlitz Manchester was placed under review because the section standard for Care of under 18s was not met and there was a need for improvement in publicity. This spot check was carried out by two inspectors, in order to evaluate the progress made in these two areas and to see whether a recommendation could be made for the period under review to be ended.

Preparation
The reporting inspector contacted the school in January 2016 to establish dates when the relevant members of staff would be available and to obtain copies of the most recent print publicity. No information was given about the intended date of the spot check visit.

Programme and persons present
The two inspectors arrived at 10.10 and left at 16.15. In this time, they had extended meetings with the managing director and the director of studies (who is also the designated safeguarding lead and has extensive operational responsibilities for the work of the school), and met the accommodation/welfare officer. One inspector also met the single under-18 student in the school at the time. A wide range of documentation and records relating to the areas under investigation was provided and examined.

FINDINGS

A full action plan relating to the points to be addressed from the 2015 inspection had been drawn up. Findings in relation to Publicity and Care of under 18s are set out below and those in relation to other points to be addressed from the 2015 inspection are given under the listing of these points below.

Publicity

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Not met</th>
<th>Met</th>
<th>Strength</th>
<th>See comments</th>
<th>N/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>M21 Accessible accurate language</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>M22 Realistic expectations</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>M23 Course descriptions</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>M24 Course information</td>
<td>☐</td>
<td>☒</td>
<td>N/a</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>M25 Costs</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>M26 Accommodation</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>M27 Leisure programme</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>M28 Staff qualifications</td>
<td>☐</td>
<td>☒</td>
<td>N/a</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>M29 Accreditation</td>
<td>☐</td>
<td>☒</td>
<td>N/a</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Comments
Publicity consists of a website and a brochure, as well as social media pages. The brochure is considered the main medium of publicity, and a complete version can be downloaded from the website. The website is available in six languages.
M21 Overall this criterion is met, but there are a number of instances of typos and inaccurate English, which
indicates that thorough proof reading has not been carried out.

M22 The publicity generally creates realistic expectations of the services and facilities available. However, there are a few instances of claims that are exaggerated or difficult to substantiate. The list of ‘accreditations’ given on the website includes a number of bodies which do not accredit schools. Information given on the website about visa requirements and procedures is out of date.

M24 Most required information is provided, but the time of day when classes take place is not made clear.

M25 Costs of courses are only shown by using a ‘fees calculator’ function as part of the enrolment process; no information is available about the costs of taking any examinations except IELTS.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Not met</th>
<th>Met</th>
<th>Strength</th>
<th>See comments</th>
<th>N/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1 Safeguarding policy</td>
<td></td>
<td>✅</td>
<td></td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>C2 Guidance and training</td>
<td></td>
<td>✅</td>
<td></td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>C3 Publicity</td>
<td></td>
<td>✅</td>
<td></td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>C4 Recruitment procedures</td>
<td></td>
<td>✅</td>
<td></td>
<td>N/a</td>
<td></td>
</tr>
<tr>
<td>C5 Safety and supervision during scheduled lessons and activities</td>
<td></td>
<td>✅</td>
<td></td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>C6 Safety and supervision outside scheduled lessons and activities</td>
<td></td>
<td>✅</td>
<td></td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>C7 Accommodation</td>
<td></td>
<td>✅</td>
<td></td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>C8 Contact arrangements</td>
<td></td>
<td>✅</td>
<td></td>
<td>N/a</td>
<td></td>
</tr>
</tbody>
</table>

**Comments**

Students aged 16 and 17 are accepted on adult courses; however, the numbers involved are small, with a maximum of eight at peak and significantly fewer at most times of the year.

C1 The school has a comprehensive safeguarding policy, which is regularly updated. The DoS is the designated safeguarding lead; the responsibility is included in his draft job description but the safeguarding policy does not include this information.

C2 All staff undergo basic awareness training. Designated staff are trained at advanced level, and the senior designated person has specialist training. Homestay hosts working with under 18s receive a specially adapted version of the safeguarding policy, focusing on their role as hosts.

C3 A document is available on the website making clear the context of the school as one primarily catering for adult students, and setting out the limits of the supervision that is available for under 18s. However, the location and contents of the document are not clearly signposted.

C5 The document referred to in C3 above sets out the extent of supervision during lessons and activities. All staff employed by the school are DBS checked.

C6 The document referred to in C3 above sets out the extent of supervision outside scheduled lessons and activities, and makes it clear that only limited provision is made for social/leisure activities specifically for under 18s. It indicates a curfew for return to homestay accommodation, and homestay hosts are informed of this.

C7 All homestays where under 18s may be accommodated are DBS checked, and as noted in C2, they are given a specially adapted version of the school’s safeguarding policy.

C8 Contact arrangements are generally satisfactory but the paper record of one under 18 was incomplete in terms of details of next of kin. Inspectors were not able to access the electronic database because the person who maintains it was away and there was nobody available who knew how to access it.

**Care of under 18s summary**

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within the organisation, and in the leisure activities and accommodation provided. Information for parents/guardians about the arrangements for safeguarding their children in the primarily adult environment of the school is available, but needs to be more clearly signposted. Action is needed to ensure that full contact details for students’ next of kin are recorded and are available at all times.
POINTS TO BE ADDRESSED
Points to be addressed from the previous inspection report with comments (in bold) to indicate how far these have been addressed.

Points which must be addressed before accreditation can be recommended
(See comments under Care of under 18s above)

Care of under 18s
C2 Homestay hosts do not see a summary of the safeguarding policy.
Addressed.

C3 Publicity gives no description of the level of care and support given to students under 18.
Addressed.

C5 At the time of the inspection, only two-thirds of staff had been DBS checked. Four of these were teachers, one of whom had no signed declaration on his file.
Addressed.

C6 There is no inclusive leisure programme for under 18s but parents and guardians are not advised of this at the time of booking; nor are they advised that the school does not take responsibility for the supervision of students out of lessons or scheduled activities. Neither of these facts is explained in writing at the time of booking nor are parents or guardians told that a completed booking will be taken as consent.
Addressed.

C7 It is not made clear to parents or guardians at the time of booking that some meals are not provided by the school. Hosts are not given any information about what time under 18s are expected home at night.
Addressed.

Other points to be addressed

Management
M3 Some job descriptions are out of date and do not reflect the wide, and sometimes excessive, range of tasks which postholders are required to do.
Partially addressed: job descriptions for the DoS and the operations manager are still under development.

M13 There were no records available for two students’ emergency contact details. Students’ contact details are not accessible at all times to the emergency phone holder.
Addressed: records sampled showed local contact details; these are available to the emergency phone holder on a PDF file uploaded to the emergency phone each week.

(See comments under Publicity above)
M21 There are many instances of inaccurate, incorrect English on the website. There was one example of inaccurate French on the French website.
Partially addressed.

M22 The website and brochure make occasional claims that are difficult to substantiate.
Partially addressed.

M25 The approximate cost of examination fees is not stated. Information regarding deposits, fees and the refund policy is not readily accessible.
Not addressed.

M28 Teachers are described in website publicity as ‘professionally qualified with years of teaching experience’ when the latter is not always the case.
Addressed.

M29 The British Council marque used in promotional material lacks the correct wording ‘for the teaching of English in the UK’. This was corrected on website publicity during the inspection and will be corrected at the next print run of the brochure.
Addressed.

Resources and environment
Points to be addressed in this section were not assessed at this inspection.

Teaching and learning
Points to be addressed in this section were not assessed at this inspection.

Welfare and student services
W4 The section of the student handbook on student misconduct is written in over-complicated language. Abusive behaviour by staff is not included. Policies and procedures for dealing with abusive behaviour are not made known to staff.
Partially addressed: the Student handbook has been simplified and extended in scope but the document in the ‘policies’ section of the website is still the original version dated 2011.
W6 No information is given on the most appropriate form of transport between the point of entry to the UK and the school or accommodation.

**Partially addressed:** a link is provided to the Student handbook but the information given there is not complete.

W11 Records revealed that some homestays had not been re-inspected for up to four years.

**Addressed:** records now show that all ‘live’ hosts have been re-inspected.

W12 There was no information on the database about when many hosts were last visited.

**Addressed:** this information is now given on the database.

W13 No information is provided about the approximate cost of travel between accommodation and the school.

**Not checked.**

W28 Risk assessments for social activities are inadequate. No guidelines are provided as to how staff are to respond to situations where students are at risk.

**Partially addressed:** a new risk assessment proforma has been introduced. However, sampling showed that not all possible risks had been identified. More staff have received first aid training, but there are still no guidelines as to how staff are to respond to situations where students are at risk.

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**Points to be addressed arising from this visit**

**Management**

M22 Information given on the website about visa requirements and procedures is out of date.

**Care of under 18s**

C1 No information is given about who the designated staff members are in this area.

C3 The location and contents of the website document giving information about the level of care provided for under 18s are not clearly signposted.

C8 The paper record of one under 18 was incomplete in terms of details of next of kin.

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**CONCLUSIONS**

A considerable amount of work has been done since the 2015 inspection, and both Publicity and Care of under 18s are now generally satisfactory. Some points in both areas remain to be addressed to bring the provision fully into line with Scheme requirements.

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**RECOMMENDATION**

The period of review may now be ended and accreditation continued with a spot check within 18 months focusing on Publicity and Care of under 18s.

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**SUMMARY STATEMENT**

**Changes to summary statement**

A summary statement can now be issued.

**Summary statement**

The British Council inspected and accredited Berlitz Manchester in June 2015 and February 2016. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and care of under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This private language school offers courses in general English for adults (16+).

Strengths were noted in the area of teaching.

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