

Organisation name	Berlitz Manchester
Inspection date	26 January 2023
Current accreditation status	Accreditation under review
Reason for spot check	Signalled: inspect preparation for resuming courses for under 18s

## Recommendation

We recommend continued accreditation. However, evidence must be submitted within three months to demonstrate that weaknesses in S2 and S4 have been addressed before under 18s are accepted by the school. This should be followed by a supplementary inspection within 12 months to assess the provision for safeguarding under 18s. The required evidence was subsequently submitted.

## Changes to the summary statement

The need for improvement in publicity and welfare and student services can now be removed. An updated summary statement can now be issued including provision for under 18s.

## New summary statement

The British Council inspected and accredited Berlitz Manchester in May 2019 and January 2023. 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 [www.britishcouncil.org/education/accreditation](http://www.britishcouncil.org/education/accreditation) for details).

This private language school offers courses in general English for adults (18+) and young people (16+) and under 18s.

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

## Updated summary inspection findings

### Safeguarding under 18s

The provision meets the section standard. Overall, 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. However, a number of staff files were missing the required references and no senior manager has been trained to specialist level. These matters were subsequently addressed.

## Organisation profile

Inspection history	Dates/details
First inspection	2007
Last full inspection	2019
Subsequent spot check(s) (if applicable)	N/a
Subsequent supplementary check(s) (if applicable)	N/a
Subsequent interim visit(s) (if applicable)	N/a
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 and Oxford.
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 franchises.

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	34	70
Minimum age (including closed group or vacation)	20	20
Typical age range	20–30	20–30
Typical length of stay	12 weeks	12 weeks
Predominant nationalities	Saudi Arabian	Saudi Arabian, Spanish, French
Total number of teachers on eligible ELT courses	4	6
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	3	4

Premises profile	
Address of main site	11 Portland Street, Manchester M1 3HU
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	11 Portland Street, Manchester M1 3HU

## Introduction

### Background

Berlitz Manchester last underwent a full inspection in 2019 when it was recommended that accreditation be withdrawn due to weaknesses in Publicity and the section standards for Welfare and student services, as well as Safeguarding under 18s not being met. Following a decision by the school to stop accepting under 18s, accreditation status was changed to 'under review'. Following a move to new premises in 2020, the school asked if during the consequent spot check to check new premises, their provision for safeguarding under 18s could be considered once more. This report evaluates preparation for enrolment of under 18s.

Ending the period of review and the check of new premises are the subject of a separate report.

### Preparation

The spot check inspectors were sent relevant documents by the Accreditation Unit and looked at the school's website. The reporting inspector contacted the school in mid-December 2022 and informed the principal that the spot check would take place in January/February 2023 but that the exact date of the visit would not be communicated. The inspector also asked for several documents in advance, including a self-evaluation against the safeguarding criteria, a site plan, and organogram. The school also provided an indication of courses likely to be taking place at the time of the inspection as well as any planned staff absences.

### Programme and persons present

In the week of the spot check, there were four teachers working on General English courses. The inspectors arrived at the school at 08.30 and one inspector left at 12.00, the other at 16.00. Meetings were held with the principal, operations director, and senior teacher. The staff member responsible for accommodation and welfare was absent due to illness. The Director of Studies is leaving the school within the next two weeks so did not take part in any of the meetings. There was a focus group meeting with two teachers and another with some students. The inspectors asked to see a number of documents, which were provided in paper form or electronically. No teaching was observed.

## Findings

Action taken on points to be addressed and the check of new premises are the subject of a separate report.

### Safeguarding under 18s

Findings are reported in the following section.

## Safeguarding under 18s

Safeguarding under 18s	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.	Not 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.	Not 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.	Met
S7 There are suitable arrangements for the accommodation of students.	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

BM has not offered courses for under 18s since a need for improvement was found for this section in the previous inspection. Going forward, BM intends to allow 16 and 17 year-olds on adult courses, as well as offering junior courses for 8 to 11 year-olds as part of a 'family course'.

S1 Some details were missing from the safeguarding policy, but this was amended during the inspection and is no longer a point to be addressed.

S2 The newly appointed DSL is trained to specialist level and the DSP is trained to advanced level. The plan is to have all other staff receive basis safeguarding training before under 18s are accepted. Currently there is no senior manager trained to specialist level, but the managing director is booked to attend this course shortly.

S4 Out of the four staff files sampled, three did not have the required two references on file.

### Conclusions

BM has addressed the majority of the points arising from the previous inspection (see separate report). However, in some cases, the recent nature of these changes means that their successful implementation will have to be monitored at a future inspection.

Safeguarding policies and procedures are generally suitable, although satisfactory staff references should be obtained, and the training profile of the team be confirmed before under 18s are accepted by the school.