

Organisation name	Berlitz Manchester
Inspection date	26 January 2023
Current accreditation status	Accreditation under review
Reason for spot check	Signalled: end period under review and inspect new premises

Recommendation

We recommend continued accreditation. The period of review may now be ended, and accreditation continued until the next full inspection, which falls due in 2024. However, evidence must be submitted within three months to demonstrate that weaknesses in T4 have been addressed. 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.

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 for details).

This private language school offers courses in general English for adults (18+).

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

Updated summary inspection findings

Management

The provision meets the section standard. The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals and values. No evidence of staff feedback gathered, or actions taken in response was seen, but student feedback systems have improved.

Premises and resources

The provision meets the section standard. 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.

Welfare and student services

The provision meets the section standard. 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.

Safeguarding under 18s

Currently N/a.

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'. There was a change of premises in 2020 and this spot check is to end the period of review and assess the new premises. The school is preparing to resume provision for under 18s; this is 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 relevant inspection 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

Management

Findings are reported in the Action taken on points to be addressed.

Premises and resources

Findings are reported in the following section.

Welfare and student services

Findings are reported in the Action taken on points to be addressed.

Safeguarding under 18s

Assessment is the subject of a separate report.

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.	Met
P2 Classrooms and other learning areas provide a suitable study environment.	Strength
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.	Met
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.	Not met

Comments

P2 Classrooms are large, modern and all benefit from natural light. Heating and ventilation can be controlled from within all but one room.

P6 There is nowhere for teaching staff to store personal possessions securely.

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.	Strength
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

P9 Classrooms are well equipped with educational technology in the form of interactive whiteboards. Teachers commented that these are well maintained and both students and teachers commented positively on this aspect of the provision.

Action taken on points to be addressed

Management

M5 After a period where systems for collecting and recording feedback appear to have lapsed, there is still no clear means of capturing and recording issues arising and action taken.

Partially assessed. Although a new system was recently implemented, there is not yet enough data to indicate that this system has been fully embedded.

M22 Publicity continues to make 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.

N/a The school has since moved to new premises and no reference to a student café is made in publicity.

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

Addressed. Recommended hotels have been removed from the website.

Premises and resources

P1 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.

Addressed. The school is now in new premises (please refer to Premises and resources section above).

P2 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.

Addressed. The school is now in new premises (please refer to Premises and resources section above).

Welfare and student services

W11 The majority of hosts have not carried out fire risk assessments.

Addressed. Fire risk assessments were on file for the small number of active homestay hosts.

W13 There is no evidence of feedback being collated. Action taken to follow up problems is not fully recorded and accessible.

Not addressed. There was no record of action taken with regards to problems with accommodation (also see M5 above).

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

N/a. The school no longer recommends hotels on the website.

W25 The leisure programme is not under the direction of a named person in job descriptions, notices around the school or the student handbook.

Addressed. The leisure programme is now under the direction of the senior teacher.

W26 Risk assessments for specific activities have not been drawn up. Activity leaders cannot familiarise themselves with the risks and how to respond.

Addressed. Risk assessments have been drawn up but there are no dates to show evidence of review.

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.

Addressed. The named member of staff has received sufficient internal support.

Conclusions

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