

Organisation name	British Study Centres Manchester
Inspection date	16–17 February 2022

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.	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.	Met

Recommendation
We recommend the period of suspension may now be ended and accreditation continued until the next full inspection, which falls due in 2026. However, evidence must be submitted within three months to demonstrate that weaknesses in W2, S4 and S6 have been addressed. The required evidence was subsequently submitted.

Summary statement
<p>The British Council inspected and accredited British Study Centres Manchester in February 2022. 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).</p> <p>This private language school offers courses in general English for adults (18+) and young people (16+) and for closed groups of adults (18+) and young people (16+) in school premises.</p> <p>Strengths were noted in the area of learner management.</p> <p>The inspection report noted a need for improvement in the areas of staff management and course design.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

Introduction

British Study Centres Manchester is part of the British Study Centres (BSC) group of schools. Prior to the pandemic BSC comprised six adult language centres and one young learner centre in the UK. The company also ran seasonal vacation courses in other UK locations. The company went into liquidation in March 2020, and a new company was formed to continue the BSC brand. Accreditation was suspended pending an inspection of BSC head office and the remaining language centres. BSC Manchester is now one of three year-round language schools; it offers open enrolment courses all year round as well as closed group courses on demand.

The inspection took a day and a half. Due to the global pandemic, the inspection was conducted remotely. The inspectors held meetings with the managing director, director of operations (DOO), acting director of studies (ADoS), student experience manager (SEM), and the exams and product manager (EPM). A focus group meeting was held with a group of teachers, and another with a group of students. Three teachers were teaching during the inspection and each was observed once by both inspectors. The inspectors were given a virtual tour of the premises. One inspector conducted virtual visits of one homestay host as well as the student residence in use.

Address of main site/head office

7 Chatham Street, Manchester M1 3AY

Description of sites observed

The school has sole occupancy of a four-storey historic building in central Manchester. The building which dates from 1904 was originally a children's home and more recently an education and training centre. It has since been converted and purpose designed by BSC Manchester but retains a number of attractive original features such as exposed brick and tile work on the walls. The entrance on the ground floor leads to a spacious open plan area comprising the reception desk and a student lounge with comfortable seating. Two classrooms as well as the student experience team office are also found on this floor. The lower ground floor can be reached from the reception area. On the lower ground floor, there is a large 'exam suite' area as well as the academic team office and separate men's and women's toilets. Stairs from the ground floor lead up to the first floor which contains four classrooms, the staff kitchen and a unisex bathroom with two cubicles and a washbasin. Stairs once again lead to the second floor where there are another two classrooms, two rooms for use by the teacher-training team, and another unisex toilet. There is also a quiet study corner on this floor as well as a 'quiet room' for prayer or quiet reflection. There is a roof garden space that has yet to be developed and is not currently available to students or staff.

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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input checked="" 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

Year round the school offers General English courses for adults and young people (16 and 17 year-olds) as well as closed group courses, one-to-one lessons, Business English, and examination preparation courses.

Management profile

The day-to-day management of the school is usually overseen jointly by the director of studies (DoS) and the SEM. BSC Manchester is currently recruiting a new DoS and at this time the SEM is assisted by the ADoS (who is the academic director at head office) and the former SEM from the sister school in Dublin. These persons all report to the DOO of the group at head office. The ADoS manages the teaching team assisted by the EPM.

Accommodation profile

The school has a small cohort of homestay providers (six at the time of the inspection) which offer half board or breakfast only options to adult students aged 18+. A British Council-registered agency is also used, primarily for the provision of homestay accommodation for students aged under 18, as well as in particularly busy periods. The school also has an allocation of two studio apartments in a student residence in the city centre. These rooms comprise a double bed, ensuite shower room, and fully equipped mini-kitchen with a fridge/freezer and combi-microwave oven. The residence offers a wide range of facilities, including a gym, a laundrette, games and movie rooms, a central hub with laptops for students to access, and communal areas with free hot and cold drinks available all day. A free grab-and-go continental breakfast is also provided from Monday to Friday.

Summary of inspection findings

Management

Overall, the provision meets the section standard. The management of the provision operates to the benefit of students with a clearly expressed set of goals and values. There are weaknesses in some areas of staff management and development, but student administration systems are mostly suitable. There were a number of issues with publicity but the majority of these were addressed during the inspection. There is a need for improvement in *Staff management*.

Premises and resources

The provision meets the section standard. The school building offers an appropriate space for students and staff. As well as a perfectly suitable teachers' room there is a well-appointed staff kitchen. Students receive appropriate learning materials and teachers can choose from a wide range of regularly reviewed resources.

Teaching and learning

Overall, the provision meets the section standard and exceeds it in some respects. The academic staff profile is suitable and management systems are in place to support teachers in the execution of their duties. There are a number of issues with some aspects of course design, but support for students interested in external examinations or mainstream UK education is very good. The teaching observed met the requirements of the Scheme. *Learner management* is an area of strength. There is a need for improvement in *Course design*.

Welfare and student services

The provision meets the section standard. There are effective measures in place to ensure the safety and security of staff and students on the whole, but the emergency plan is limited in scope. The provision of pastoral care is appropriate, and the range of accommodation offered is entirely appropriate and well managed. The social programme provides a varied and interesting selection of activities, and staff are available to offer further advice and guidance on additional cultural and social opportunities in the local area.

Safeguarding under 18s

The provision meets the section standard. There is an appropriate safeguarding policy and the school provides good training for all staff and homestay hosts. Supervision both on site and outside the scheduled programme is generally effective, but systems for assessing overnight stays are incomplete. Recruitment policies are mostly appropriate but are not always followed. Accommodation provision by both the school and the homestay agency is very good, and systems for ensuring 24-hour contact between the school and parents/guardians are effective.

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.	Strength
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.	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	
M1 There is a very clear statement of the organisation's goals and values. Staff were involved in the creation of these and they are clearly communicated across the company website and staff handbooks as well as in the staff induction presentation.	
Staff management and development	Need for improvement
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.	Not met
M11 There are effective induction procedures for all staff.	Not 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.	Not 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	
M10 Staff files contain a number of issues such as a CV for a recent recruit which was not up to date, and copies of staff qualifications which had not been signed and dated.	
M11 Although induction procedures are in place with supporting documentation, evidence could not be found of their implementation.	
M12 Although a well-designed appraisal policy and procedure is in place, there were no records in place for the majority of staff.	
Student administration	Met
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.	Not 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	
M19 The policy on student absence is not effectively implemented. Students were allowed to join the class in the midst of activities, causing considerable disruption to the other students.	
Publicity	Met

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.	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.	Not 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.	Met
M27 Publicity gives an accurate description of any accommodation offered.	Not met
M28 Descriptions of staff qualifications are accurate.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	N/a

Comments

Publicity comprises a website with a number of downloadable fact files. There are also a number of social media channels. The website is the main form of publicity.

M25 Although all information related to course costs is available, there was a minor item related to accommodation costs which was missing. This was addressed during the inspection and is no longer a point to be addressed.

M27 Information on accommodation does not include that there will be no more than three other students staying with a homestay.

M28 Descriptions of staff qualifications were not entirely accurate. This was addressed during the inspection and is no longer a point to be addressed.

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.	Met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Strength
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.	Strength

Comments

P1 The premises are very attractive, but the refurbishment of some areas has not yet been completed and they are not open to students. These include a number of classrooms, the lower ground floor and the roof garden. There is ample space, however, for the current number of students.

P3 There is an attractive space for students to relax with comfortable seating where free tea and coffee is available. Students commented favourably on this in the focus group. There is also a 'quiet corner' where students can sit and read as well as a quiet room with facilities for students to meditate or pray.

P6 There is a suitably appointed teachers' room with a number of computers as well as extra desk space, and also a team kitchen with kettle, microwaves and fridges.

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.	Strength
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.	Strength
Comments	
P8 There is a wide range of well-organised materials, both printed and digital. Teachers spoken to in the focus group were very happy with the resources provided. P12 Teachers are asked to complete materials review forms at the end of their courses and this feedback is used to inform choices in future course materials. BSC has good relationships with a number of EFL material publishers and regularly trials new materials in conjunction with them.	

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 subsection 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 subsection are fully met.	

Course design and implementation	Need for improvement
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Not 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.	Not 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.	Met
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.	Not 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.	Strength

Comments

T11 Although there have been recent developments in the formation of proposed improvements to course structures, evidence of their successful implementation was not seen.

T13 Weekly plans serve as a guide for teachers but students are not made sufficiently aware of them, and learning outcomes are not made explicit. Some students in the focus group complained that they did not understand the structure of some of their courses.

T15 Learner strategies are included in the general English syllabus but teachers do not receive guidance on how to include these in this or other parts of the courses offered.

T16 Classes regularly take advantage of the local environment, such as visiting museums during class time. Useful tasks and learning materials are used.

Learner management	Area of strength
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.	Strength
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Strength
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Strength

Comments

T20 The exams manager, based in the Manchester school, has extensive training and experience in the area of external examinations and is always available to offer support and advice in this area.

T21 All students receive a detailed academic report and certificate upon successful completion of their course.

T22 Due to BSC's university pathways programme, the school is well placed to provide expert advice on progress to mainstream UK education.

Classroom observation record

Number of teachers seen	3
Number of observations	6
Parts of programme(s) observed	General English, 21 st century skills

Comments

All three teachers were observed once by both inspectors at different times.

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.	Not met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Strength
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.	Met
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.	Met

Comments

T23 All teachers demonstrated sound knowledge and awareness of meaning and form. Clear models and examples were given and in the stronger segments, effective attention was paid to parts of speech and aspects of pronunciation.

T24 Profiles generally showed a suitable awareness of students' learning needs. In the weaker segments, it was difficult to see these needs reflected in the lesson plans, but in the stronger segments, this was evident.

T25 Lesson aims were generally expressed as teaching aims rather than student outcomes, but all aims were achieved through a series of logically staged activities. However, evidence of how these aims or outcomes are made known to students was not seen.

T26 A wide range of teaching techniques was used effectively. These included brainstorming, prediction tasks, elicitation, nomination of individuals, and the use of visuals to raise interest before setting tasks.

T27 Overall, the classroom environment was appropriately managed. In the weaker segments, there was an over dependence on explanation when board work or visuals would have supported students better. In the majority of segments, however, the technology was used confidently and interaction was varied.

T28 In stronger segments, good consistent feedback on errors was seen and feedback was integrated into all stages of the lesson. In weaker segments, errors were sometimes permitted to pass unchecked and the monitoring by the teacher was ineffective.

T29 Learning was evaluated in all segments through clear checking and production stages.

T30 Generally speaking, teachers created a positive atmosphere conducive to learning and the rapport with students was often good. In the weaker segments, students were struggling and not participating but overall, most students were engaged with their learning.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to unsatisfactory against the criteria, with the majority being satisfactory. The teachers demonstrated sound knowledge of the language and presented clear models. Class profiles were sufficiently detailed, and a wide range of teaching techniques was confidently used. Lesson outcomes were seen on plans in the form of teaching aims but were not made known to the students. The classroom environment was effectively managed and teachers created an environment in which the majority of students were engaged with their 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 The emergency plan is lacking in scope: it does not provide clear channels of communication and responsibility or specific plans such as 'lockdown' procedures in the event of an intruder.

Accommodation (W9–W22 as applicable)	Met
All accommodation	
W9 Students have a comfortable living environment throughout their stay.	Strength
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.	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.	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

W9 The residence and homestay virtual tours demonstrated a high standard of accommodation. The providers were warm and welcoming and had a good understanding of their responsibilities. Student rooms and additional facilities were comfortable, clean and well maintained. Student feedback both in person and on record was very positive.

<i>Accommodation: homestay only</i>	
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 subsection 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 There are no records of routine visits to hotel accommodation that is recommended by the school.

Leisure opportunities	Met
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.	Strength
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met

Comments

W24 The programme offers a wide range of cultural, sports and social activities, as well as additional academic opportunities. At least one activity is organised every day. Several long-stay students in the focus group commented that the leisure programme continues to be of interest to them.

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.	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.	Strength
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

BSC Manchester accepts 16 and 17 year-olds on adult courses. In the past year, no individual students aged under 18 were enrolled on adult courses, but the school accepted a closed group of 17 students aged 16–17 years old. At the time of the inspection, there were no students under the age of 18 at the school.

S4 References are not in place for homestay hosts. One teacher is without a current DBS and risk assessments for delayed suitability checks are insufficient in scope.

S6 There are no systems in place to check on the safety and suitability of overnight stays.

S7 The homestay agency ensures that homestay hosts are always aware of the rules for the students for each booking and the procedures for dealing with emergencies. Risk assessments are carried out during visits to homestays, including the journey between the accommodation and 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	1993
Last full inspection	2017
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accreditation suspended
Other related non-accredited activities (in brief) at this centre	Examinations and externally validated initial TEFL qualifications
Other related accredited schools/centres/affiliates	BSC Young Learners
Other related non-accredited schools/centres/affiliates	BSC York and BSC London (accreditation suspended at present), BSC Dublin

Private sector

Date of foundation	2020
Ownership	Name of company: BSC Education Limited Company number: 12655362
Other accreditation/inspection	ISI

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	49 Piccadilly, Manchester M1 2AP currently not in use, except for storage of some resources.

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	7	90
Full-time ELT (15+ hours per week) aged 16–17 years	0	20
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	0	N/a
Part-time ELT aged 16–17 years	0	N/a
Part-time ELT aged under 16 years	0	N/a
Overall total ELT/ESOL students shown above	7	110
Junior programmes: advertised minimum age	0	N/a
Junior programmes: advertised maximum age	0	N/a
Junior programmes: predominant nationalities	0	N/a
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	18–25	18–25
Adult programmes: typical length of stay	12 weeks	2–5 weeks
Adult programmes: predominant nationalities	Saudi Arabian, Kuwaiti	Saudi Arabian, Kuwaiti, Spanish, French, Italian

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	3	13
Number teaching ELT 20 hours and over a week	1	
Number teaching ELT under 19 hours a week	2	
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	1	

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	1
TEFLI qualification	2
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	3
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	1	0
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential	2	0
Hotel/guesthouse	N/a	N/a
Independent self-catering e.g. flats, bedsits, student houses	N/a	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	0
Staying in privately rented rooms/flats	4	0
Overall totals adults/under 18s	7	0
Overall total adults + under 18s	7	