

Organisation name	Community Revival, Manchester
Inspection date	11 October 2018
Current accreditation status	Accreditation under review
Reason for spot check	Signalled: end period under review

### Recommendation

We recommend continued accreditation. The period of review may now be ended and accreditation continued with a supplementary inspection in the summer of 2019 to assess courses for under 18s which could not be seen at time of inspection. In addition, we recommend a supplementary spot check of the courses being run in Sheffield.

### Changes to the summary statement

An updated summary statement can now be issued.

### New summary statement

The British Council inspected and accredited Community Revival, Manchester in February 2018 and October 2018. 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 small private language school offers courses in general English for adults (18+) and under 18s and vacation courses for adults (18+) and under 18s.

Strengths were noted in the area of teaching.

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

### Organisation profile

Inspection history	Dates/details
First inspection	2010
Last full inspection	February 2018
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	Employability, and management courses; ESOL (non-fee paying)
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection in Manchester	In peak week: November
Total ELT/ESOL student numbers (FT + PT)	0	15
Minimum age (including closed group or vacation)	N/a	18
Typical age range	N/a	20–40
Typical length of stay	N/a	12–24
Predominant nationalities	N/a	Saudi Arabian
Total number of teachers on eligible ELT courses	0	2
Total number of managers including academic	2	3

Total number of administrative/ancillary staff	3	3
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Premises profile	
Address of main site	2 Selbourne Road, Chorlton, Manchester M21 0BL
Additional sites in use	105 Arundel Street, Sheffield S1 2NT (seasonal centre)
Additional sites not in use	N/a
Sites inspected	2 Selbourne Road, Chorlton, Manchester M21 0BL

## Introduction

### Background

After the last full inspection of Community Revival, Manchester accreditation was put under review because the section standard for safeguarding under 18s was not met, and there were weaknesses in publicity and course design. This spot check was to end the period of review.

### Preparation

The reporting inspector contacted the school the week before the inspection to check that there would be some EFL classes taking place over the following few weeks, and that members of the management team would be available to discuss the provision and relevant documentation. The exact date of the inspection was not given. In the event, although some students were enrolled at the school for EFL classes starting the following week, there were no classes taking place during the week of the inspection.

### Programme and persons present

The inspection was conducted by two inspectors. They arrived at 09.15 and left at 14.30. They met the principal and the director of studies (DoS). It was not possible to meet any students, the main teacher or the TEFLQ manager (who also teaches). However, documentation was scrutinised and discussed. There was a particular focus on publicity and safeguarding of under 18s.

## Findings

### Significant changes since the last inspection

#### Management

Improvements have been made in the areas of student administration and publicity; see below.

#### Premises and resources

There have been no changes to the premises. Student resources have been improved.

#### Teaching and learning

The person who was on secondment in February 2018 at the time of the last full inspection has now returned to the school; she and the DoS make up the academic management team. She is TEFLQ and has carried out observations. The person who was acting academic manager in February is currently on maternity leave. A new teacher was recruited to work during the summer.

#### Welfare and student services

Most notably, some of the documentation given to students has been developed and improved.

#### Safeguarding under 18s

A number of developments have taken place. See below.

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.	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.	N/a
M28 Descriptions of staff qualifications are accurate.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	Met

#### Comments

Publicity consists of the website, and a summer school brochure which can also be downloaded from the website. Some use is also made of social media.

M26 There is little information about the level of care and support given to under 18s in the publicity. However, the information is made available before enrolment.

M28 Teachers were described as 'exceptionally qualified' on the website. This description was not true of all teachers. During the inspection the wording was changed to 'qualified' which is accurate for the teachers currently deployed. This is no longer a point to be addressed.

#### Safeguarding under 18s

<b>Safeguarding under 18s</b>	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.	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.	N/a
S7 There are suitable arrangements for the accommodation of students.	N/a
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

There were no students aged under 18 at the school at the time of the inspection. A class of up to nine students was held during the summer of 2018. Students are enrolled as day pupils only; the school does not assume responsibility for them outside scheduled lessons and activities.

All applicable criteria in this area are fully met.

#### Action taken on points to be addressed

*Points from the previous full inspection and/or subsequent spot checks or interim visits with comments (in bold) to indicate how far these have been addressed. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.*

#### Management

M9 There is no established process for review and updating of job descriptions. The DoS job description does not make reference to his designated safeguarding lead role.

**Addressed. Job descriptions have been reviewed. That of the DoS makes reference to his safeguarding role.**

M17 During the course, access to student record information is limited and there is no back-up.

**Addressed. Student information is recorded on paper and electronically.**

M18 Student emergency contact records cannot be accessed remotely.

**Addressed. The electronic files can be accessed remotely by staff, as appropriate and as compliant with data protection regulations.**

M24 Objectives and levels of courses, minimum enrolment age and maximum class size are not provided in the paper brochure.

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**Addressed. The information was not complete at the start of the inspection but the brochure was amended before the inspectors departed.**

M25 The information required is not available in the brochure and only partial information is specified on the website. There is no reference to the costs of teaching materials or of aspects of the leisure programme not included in the course fees.

**Addressed. The information is complete on the website and the brochure refers potential clients to the website for more up-to-date and complete information.**

M26 There is no statement of pastoral care and support given to any students under 18.

**Addressed. Information is given to parents/guardians before enrolment.**

M29 The school should ensure the marquee is only used on pages relating to eligible provision.

**Addressed. Although the Accreditation Scheme marquee is on the home page together with other accrediting bodies and membership logos (e.g. that of English UK) it has also been put on the pages which describe the individual courses so that it is clear which courses are accredited.**

### **Premises and resources**

P7 There were insufficient coursebooks available.

**Addressed. Coursebooks are provided within the fee for all adult courses.**

### **Teaching and learning**

T8 The very limited course design takes no account of continuous enrolment.

**Addressed. Helpful guidelines on how to manage continuous enrolment have been produced for teachers.**

T11 There is no clear rationale for the course structure.

**Addressed. There is a clear rationale for the structure of courses for adults and young learners.**

### **Welfare and student services**

W4 Policies and procedures are not written in language that is accessible to students.

**Addressed. A summary of key policies and procedures is available in accessible language.**

W8 There is insufficient information about students' rights to NHS medical and dental treatment.

**Addressed. This information is available on the website.**

W26 Risk assessments do not include any reference to the need for first aid provision.

**Addressed.**

### **Safeguarding under 18s**

S1 The safeguarding policy provides limited guidance on handling delayed suitability checks. There is no information on recognising abuse.

**Addressed: the policies (including safe recruitment) have been updated.**

S2 The member of staff who would provide cover for the DSL has not received advanced safeguarding training.

**Addressed: she has received specialist training.**

S3 The school does not provide or receive written parental/guardian consent forms describing the level of care and support provided.

**Addressed: detailed forms are completed and on file.**

S4 Reference requests do not include an enquiry about the applicant's suitability to work with under 18s.

**Addressed. Two references were on file for the teacher recruited for the summer; requests asked about suitability.**

### **Legal and regulatory compliance**

D1 Sampling identified an issue in relation to photocopying. The school should seek further advice from the relevant regulatory body.

**Partially addressed. The school has acted on advice from the CLA. All adult students are issued with a coursebook. It was not possible to inspect the use of photocopying on the courses for under 18s.**

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## **Conclusions**

Because there were no students at the school in Manchester during the inspection it was not possible to check some of the points to be addressed. In particular, it was not possible to inspect fully the provision for under 18s (not inspected in February 2018).

However, documentation, including that relating to the summer courses, was scrutinised. Many of the points arising from the full inspection in February 2018 have been addressed, and Safeguarding under 18s is no longer an area in need of improvement.

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