

Organisation name	International House, Manchester
Inspection date	25 January 2019
Current accreditation status	Accredited
Reason for spot check	Signalled: inspect new or additional premises

Recommendation

We recommend continued accreditation. The next inspection falls due in 2021; there are no grounds for bringing this forward.

Changes to the summary statement

The date of this spot check has been added.

New summary statement

The British Council inspected and accredited International House Manchester in May 2017 and January 2019. 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 and vacation courses for adults (18+) and young people (16+).

Strengths were noted in the areas of care of students, accommodation and care of under 18s.

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

Organisation profile

Inspection history	Dates/details
First inspection	2009
Last full inspection	2017
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	BTEC Level 3 Sport
Other related accredited schools/centres/affiliates	Part of IH World network
Other related non-accredited schools/centres/affiliates	Football Academy at Ellesmere College, Shropshire

Student and staff profile	At inspection	In peak week (July)
Total ELT/ESOL student numbers (FT + PT)	70	120
Minimum age (including closed group or vacation)	16	16
Typical age range	16–30	16–30
Typical length of stay	4–12 weeks	4–12 weeks
Predominant nationalities	Omani, Italian	Saudi Arabian, Italian
Total number of teachers on eligible ELT courses	7	11
Total number of managers including academic	3	3

Total number of administrative/ancillary staff	3	4
Premises profile		
Address of main site	Arthur House, Chorlton Street, Manchester M1 3FH	
Additional sites in use	N/a	
Additional sites not in use	N/a	
Sites inspected	Main site	

Introduction

Background

International House Manchester was last inspected in 2017. Accreditation was continued, subject to the provision of evidence within six months that weaknesses in M1 (now D1) relating to the excessive use of photocopies had been addressed. This evidence was received, and no further action was required.

In July 2018, the school was given seven days' notice to vacate its premises, and was obliged to operate from temporary premises while locating and completing formalities for a new permanent base. The Accreditation Unit was kept fully informed throughout this process, and the school moved into its new premises on 2 January 2019. This spot check was arranged to assess the suitability of the premises.

Preparation

Background information was sent to the inspector in December 2018, and he contacted the school in early January to confirm that the move had taken place. No firm date for the spot check was given.

Programme and persons present

The inspector arrived at 10.30 and departed at 12.45. During this time, he had discussions with the principal, toured the premises, had a brief informal meeting with the teachers, and inspected relevant documentation, including premises risk assessments and fire evacuation arrangements.

Findings

Significant changes since the last inspection

The only significant change since the last inspection is the change of premises.

Premises and resources

The school occupies a self-contained area on the fifth floor of an office block in the centre of Manchester. The premises consist of seven classrooms, a teachers' room, a reception area/open plan office, which is also a student relaxation area, and a small kitchen for staff and student use. One classroom is slightly smaller than the others, and doubles as a prayer room as required. Male and female toilets are adjacent to the area occupied by the school. An additional area of the fifth floor, with access from the current area used by the school, is being fitted out to provide additional common room space, and a larger staff room. It is planned that this will be in use by summer 2019.

Access to the building is controlled by a permanently staffed reception area on the ground floor, and there is lift access to the school.

See the comments on the *Premises and facilities* criteria below.

Welfare and student services

There are good systems in place to ensure the safety and security of students on the site. A full premises risk assessment has been carried out, fire marshals have been appointed and trained, and a practice evacuation has been carried out. Fire evacuations are organised by the landlords since they involve all tenants in the building, and are held twice a year. Two first aiders are on the staff, and a third is to be trained in March.

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.	Strength
P2 Classrooms and other learning areas provide a suitable study environment.	Strength
P3 Students have adequate room and suitable facilities for relaxation and the	Met

consumption of food.	
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.	Met

Comments

P1 The premises overall are in a good state of repair, cleanliness and decoration, and the area occupied by the school has just been refurbished to a high standard. It provides a very comfortable and professional environment for staff and students.

P2 Classrooms have been fitted out to a high standard. They are well designed and equipped to provide an excellent study environment.

P3 The current common room/relaxation area is just adequate for the number of students in the school. The planned provision of a larger relaxation area will relieve the pressure on the present facilities that was noted, especially at mid-morning break.

P5 Signage is good. Facilities for the display of general information were work in progress at the time of the inspection, with two well-designed noticeboards already up, and two further ones waiting to be installed. There is also an electronic information display in the common room.

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

M3 (2019 M9) The WAO's job description makes no reference to her lead safeguarding role.

Addressed: the job description was amended at the WAO's appraisal in February 2018

M8 (2019: M12) There is no written capability procedure.

Addressed: the disciplinary and grievance procedures have also been amended accordingly.

M18 (2019: M5) Action taken on student feedback is not recorded systematically.

Addressed: this is now logged on the student management system.

M19 (2019 M6) Action taken on staff feedback is not recorded systematically.

Addressed: feedback from individuals is logged on their appraisal records, and feedback in teachers' meetings is recorded in the minutes.

Resources and environment

R7 (2019 P7) There are not enough coursebooks for students to borrow. Lesson plans and observations revealed a heavy dependence on photocopies.

Addressed: evidence presented within six months of last inspection.

Conclusions

The new premises provide a good base for the work of the school. Progress has been made on addressing the points to be addressed from the last inspection.