

IH Sofia

29th Nov – 1st Dec 2017

IH Sofia was inspected through a combination of meetings with students, staff, lesson observations, and meetings with managers. Findings are summarised below. The next inspection of the school is scheduled for 2019.

Client Experience

Particular strengths of IH Sofia in providing a great client experience were found to be:

- IH Sofia's student agreement is a nice way to "set the scene" for students and allows them an insight into what to expect during their course.
- The quality of teaching and class planning was very good to excellent.
- There are thorough systems for ensuring the wellbeing and safety of young learners.
- Each centre has a manager who is constantly available for students or parents to talk over matters.
- IH Sofia enjoys a core team of highly experienced and qualified teachers who form the basis of the quality education they provide. These teachers offer a wealth of experience to maintain the centre as a leading provider within their market.

In survey of clients:

- All thought their teachers were professional and expert.
- All thought the school was well organised with good resources.
- 96% thought they were learning and progressing either well or very well.

Staff Experience

Particular strengths of IH Sofia in providing a great working environment for its staff were found to be:

- There is a great system for creating consistent student reports.
- Staff benefit from structured performance reviews, based on the 5 competencies of the English Teaching Framework.
- There are academic CPD sessions every 2 weeks.
- IH Sofia is a very dedicated educational institution, enthusiastically led by its managers.
- Teachers benefit from a very attractive salary package.

In a survey of staff:

- All teachers reported they benefitted from regular professional development.
- All reported that they had good knowledgeable managers.
- All thought the feedback they were given was helpful

The IH Client Promise and the IH Staff Promise are presented overleaf.

IH Client Promise

Realise your aspirations and open new horizons by learning with International House in a positive and enjoyable environment.

1. We will help you learn and progress by designing well-structured courses and educational support services.
2. Before enrolling we will listen to your needs and give you guidance on choosing the right course. This may involve a language level test and an interview.
3. You will be given clear and accurate information about all aspects of your course, examination or other service.
4. You will be taught by qualified teachers or trainers, who regularly receive up to date professional development. Younger learners will be taught by teachers trained to meet their specific needs.
5. Your course will be supervised by skilled educational managers who will make sure the content is up to date, the school has the right resources, and whose goal is to help you have a positive experience.
6. Your learning will be regularly assessed during your course to help you progress. You will have opportunities to discuss how to improve.
7. You will be encouraged to give us feedback so we can continue to improve while you are still studying with us.
8. Diversity is celebrated at International House and we are committed to treating everybody fairly and equally.

IH Staff Promise

As a member of the International House team we will support you to help students progress and realise their aspirations.

1. You will have a good, safe, working environment and resources to do your job well.
2. You will have a job description so you can contribute to a high quality student learning experience.
3. You will be given feedback on how you perform in your job, and you may be given further training, so you can contribute to improving the student learning experience.
4. You will be supervised by knowledgeable managers who will give you guidance, advice and support so you are the best you can be in your job.
5. Teachers and trainers will receive regular professional development so their students benefit from up to date improvements in teaching practice.
6. You will be employed legally and have a written contract. You will be treated fairly in terms of leave, sickness, etc
7. Diversity is celebrated at International House and we are committed to treating everybody fairly and equally.