

IH Brisbane

9-11 October 2017

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

Client Experience

Strengths of IH Brisbane in providing a great client experience were found to be:

- Significant efforts made in classes to personalise the topics, engage learners with the content, and to establish good rapport.
- The online resource centre is valued by the students who see this as very useful, and a visible demonstration of the care and attention from their teachers in aiding their learning.
- There is a commitment from the senior management to the teachers to ensuring learners have a positive learning experience.
- There are regular progress tests, and then “Level Up” tests which are used to help learners to see when they are ready for the next level.
- The complaints procedure has the learner’s interests at the fore, is quick and efficient.
- There are a mix of nationalities, genders, ages and abilities studying with the school – all of whom are treated fairly and equitably.

In survey of clients:

- 85% reported that the professionalism and expertise of their teachers was “great”.
- 100% reported that the schools organisation, resources and environment are OK or “Great”

Staff Experience

Strengths of IH Brisbane in providing a great working environment for its staff were found to be:

- Teachers appreciate and enjoy the ability to plan and prepare lessons using their individual laptops, provided by the school. Teachers have access to a good range of supplementary and theoretical pedagogical resources.
- There is a very comprehensive teacher induction procedure and checklist which ensures that all new staff have been given induction and training on all aspects pertinent to the job.
- The school management team are extremely supportive of their teachers, and are always available to support and guide teachers in their roles. The Academic Manager and Assistant Manager have particularly low (or zero) teaching loads, enabling them to devote a great deal of time to their teachers.
- All staff feel that the school is an inclusive place to work which recognises diversity and treats everyone with equity.

In a survey of staff:

- 90% reported that their managers are great.
- 100% reported that their working environment is OK or great.
- 100% reported that they are treated fairly and equally.

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.