

IH Rome DILIT

26-28 September 2017

IH Rome DILIT 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 2021.

Client Experience

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

- The total involvement of all students in the learning process
- The teaching methodology is innovative and adopts creative ideas which provide opportunities for learners to express their ideas and feelings.
- The school's publicity gives outstandingly clear advice to potential participants, about levels, exams, approach to teaching etc.
- Students are met regularly by academic managers and feedback is immediately channelled to the appropriate department to act upon.

In survey of clients:

- 100% rated their teachers as expert and professional.
- 100% reported that their needs are listened to
- 100% said the school is well organised with good resources for language learning.
- 100% said they were learning and progressing well.
- 100% said they were treated fairly and equally

Staff Experience

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

- The premises are particularly high quality and well equipped.
- There is a wide choice of books and other resources to enable teachers to plan interesting and stimulating lessons.
- There is a rich programme of in-house training which includes involving the school's own staff and encourages creativity and initiative for producing their own seminars and workshops for their annual Teacher Training Symposium.
- The school has an approach to human resources management which encourages feedback from staff and promotes initiative and involvement.

In a survey of staff:

- 100% reported they had knowledgeable managers
- 100% reported that they benefitted from regular professional development
- 100% reported that they had feedback on how they are performing
- 100% reported they work in a good, safe, environment

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.