

IH Kyiv 27-28th March 2018

IH Kyiv was inspected through a combination of meetings with students, staff, lesson observations, and meetings with managers. Highlights are summarised below. The next inspection of the school is scheduled for 2021.

Client Experience

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

- All lessons were very well-planned and overwhelmingly learner-centred.
- Young learner welfare is taken very seriously by the school: it has an extremely comprehensive policy, which is clearly explained to teachers.
- There are a variety of customer-oriented options for taking placement tests – written tests online, on paper, via school tablets, and oral tests via Skype, telephone or traditional face-to-face.
- A considerable number of teachers have further EFL qualifications, such as IHCYLT, IH DOS Certificate or the IH CAM.
- The school database enables students, parents and clients to access student reports remotely is extremely efficient.
- Feedback - a variety of options exist for students to give feedback on their learning experience: written feedback forms, via QR codes and via Facebook. Teachers are rightly included in the discussion of feedback results.

In survey of clients:

- 97% reported that they are learning and progressing either OK or very well
- 100% reported that their needs were listened to prior to enrolling
- 97% reported that the professionalism and expertise of their teachers is great

Staff Experience

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

- There is a large, well-equipped staffroom which enables teachers to share ideas and prepare classes to the best of their ability.
- The school has produced an excellent Teachers' Handbook which documents in detail every aspect of school life, thereby ensuring that new members of staff are fully informed and fit in as smoothly as possible.
- Performance reviews are seen by the management team as an opportunity to discuss employee commitment, wellbeing and possible training needs to ensure that the employee is able to contribute as effectively as possible to the school organisation.
- The school attaches great importance to training its staff and helping them to keep developing their potential.

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.