

IH Tallinn

6-8 December 2017

IH Tallinn 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 2020.

Client Experience

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

- *The quality of the teaching was found to be good to outstanding*
- *The resources available to students in the classroom and to take home were excellent.*
- *The consistency and thoroughness of the placement testing and needs analysis for individuals was excellent*
- *There is very effective leadership and communication in the school. The school provides exceptional levels of communication and support to students and to the staff that enable them to contribute very positively to the student learning experience.*
- *The school delivers consistent, specific, individual advice at a high academic level for all services.*

Staff Experience

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

- *The school is well located in the city and the classroom space is ideal for the needs of the students and staff. There is a safe, very friendly and comfortable feel to the whole layout supporting the staff in delivering an excellent service.*
- *The school works incredibly hard to ensure there are realistic expectations of the job all through the recruitment and employment process.*
- *There are excellent opportunities, both in-house, through the monthly professional development sessions, the IH workshops and seminar packs, and externally, through a number of EU projects the school is involved in. This allows for all academic staff to continue their development.*
- *The school goes out of its way to accommodate teachers in terms personal situations and, wherever possible, to timetable accordingly.*

In a survey of staff:

- *All thought their working environment was great.*
- *All thought they had great managers and benefitted from feedback about their performance.*
- *All thought their regular teacher professional development was great.*
- *All thought they were 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.