

IH Berlin GLS

3-5 July 2017

IH Berlin GLS 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 Berlin GLS in providing a great client experience were found to be:

- The weekly plan, “Wochenplan” is great as a communication for students on what to expect during the week.
- There are excellent management systems which engage all staff in the successful operation of the school.
- The excellent reception team assist the academic teams in dealing with “front line” queries
- There is a drop in tutorial system with the senior teachers, which any students can make use of.
- The campus feel, the light airy classrooms, the relaxing areas either in the courtyard or on one of the many sofas around the school, and the café and restaurant are excellent facilities.
- There is an exceptional range of social events, well organised and staffed, and well attended.

IH Berlin GLS has plans to further improve quality for the benefit of clients including:

- Continuing the programme of structured professional development for all teaching staff in the communicative teaching methodology.

Staff Experience

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

- The accessibility of the senior management of the school, and their willingness to devote time to the rest of the staff body is excellent.
- The systems for communication, and the openness to listen, are a strength for the school.
- There are very detailed and comprehensive teacher information in the “Vademecum” (teachers handbooks)
- There is a very well structured new teacher induction programme, involving both observing and being observed.
- IH Berlin GLS recognise staff members birthdays (with vouchers); they receive Christmas presents, and a special present on a significant employment anniversary (e.g. on the 10th anniversary). This goes significantly beyond what is usually seen.

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.