

IH Auckland

9-11 October 2017

IH Auckland 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 2020.

Client Experience

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

- The school offers very good learning opportunities, with a high number of outstanding sessions with very knowledgeable and competent teachers.
- The Independent Learning Centre is well used to complement taught sessions, with significant emphasis on communication and developing language skills, through the use of themes and real-life topics for learning.
- The school is very well resourced, and is led by highly skilled educational managers.
- Student feedback is built into regular (bi-annual) quality improvement systems and initial Week 1 feedback is acted upon very quickly.
- The school is particularly strong at promoting diversity in other ways e.g. with New Zealand cultural classes offered.

In survey of clients:

- 86% reported that the professionalism and expertise of their teachers was “great”.
- 100% reported that they are progressing and learning well.

Staff Experience

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

- The premises are particularly high quality. Classrooms are spacious and well-maintained.
- Equipment for staff and students is of a high standard – all modern Mac computers.
- There is a great staffroom which is a communicative and sharing hub for the school.
- Permanent staff are supported by the university, with a healthy budget, to undertake professional training annually.
- Staff report that they choose to work in this school over its competitors because they have confidence in very fair working conditions.

In a survey of staff:

- 90% reported that their managers are great.
- 100% reported that their working environment is great.
- 100% of staff would recommend IH Auckland as a place to work.

IH Auckland will be working on further improving teaching quality by integrating a robust observation scheme into the schools quality systems to create high performing teams.

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.