

## IH Izmir

**28 February – 2 March 2018**

IH Izmir 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 2020.

### Client Experience

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

- There is substantial focus on developing learners' speaking skills.
- The small number of learners per class (maximum 13) means more individual attention from teachers and more opportunities to communicate.
- Good placement testing ensures learners start at the right level
- The student services team are particularly effective in delivering a quality client experience.
- Completion tests are very effectively standardised so results are extremely reliable and fair.
- Responding to feedback is embedded in the organisational culture. The Director and management team are always looking at how to improve things for the client.

In survey of clients:

- 96% reported that they are learning and progressing either OK or very well
- 99% reported that the information about the school and course was good
- 81% reported that the professionalism and expertise of their teachers is great

### Staff Experience

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

- The premises are particularly high quality with comfortable and attractive lounge areas. Teachers feel that they are working in a professional environment.
- Full-time staff report that they choose to work in this school over its competitors because they have better conditions here.
- There is evidence that IH Izmir goes beyond the statutory minimum allocation for annual leave for full-time employees.
- There are regular management meetings which have a positive effect on the morale and output of the leadership team, as well as ensuring that department activities are aligned to organisation objectives.

In a survey of staff:

- 100% thought they worked in a good, safe environment.
- 100% of teachers all thought they benefitted from regular teacher professional development
- 100% thought that 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.