

## IH Bucharest

19<sup>th</sup> – 22<sup>nd</sup> March 2018

IH Bucharest 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 2022.

### Client Experience

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

- The teaching of 0 – 4 year olds is outstanding.
- Outstanding rapport between teacher and learners which creates a very positive learning atmosphere.
- Very good use made of the technology available and the accompanying resources (e.g. itools) to enhance teaching and learning.
- The information given to clients and their sponsors both verbally and in writing on the enrolment form is very clear indeed.
- The school is committed to teacher development and training.
- The school is very much aware of the importance of customer care and ‘customer delight’. Learners and parents interviewed commented on the approachability of the teacher and the fact that they could raise concerns and ask questions.
- The school uses a range of fair assessment tools (continuous, oral, written etc.) to assess and report back on progress to sponsors.
- There are a variety of methods of gathering student, parent, and client feedback.

### Staff Experience

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

- The school is regularly brought together as a whole to discuss the ethos and the direction of the school. Information about the ownership, strategic plans and development in the market is shared freely with employees. New initiatives are discussed with the staff as a whole. Feedback and suggestions are actively sought and acted on.
- The management team are very aware of the importance of an appropriate work life balance through proper delegation.
- Two of the educational advisors are also specialists in psychology and counselling and provide regular guidance and support to YL teachers.
- The range of resources available to teachers for their classes is exceptional.
- Teachers highly commend the recruitment process. It is very comprehensive and fair, the induction is very thorough and the mentoring scheme is key.
- The school offers a wide range of training courses to **all** staff.
- Teachers report that the guidance and support offered is exceptional.
- The school actively encourages peer observation which teachers find invaluable.
- There were several mentions from clients and staff alike, of the exceptional nature of the company’s attitude to fair dealing and fair terms and conditions for staff.

## 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.