

IH Valladolid

5-7th March 2018

IH Valladolid 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 2021.

Client Experience

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

- Some outstanding learning opportunities in lessons
- 60 minute lessons are focused, with all activities clearly focused on learning outcomes. No time is wasted in lessons with “padding”.
- The school uses unique curricula not used by any other school and not restricted by coursebooks allowing for targeted learning objectives to be focused on which are specific to the needs of the school's learners in a personalized way.
- The curriculum materials for the Spanish programme are extensive.
- The school's dedication to ensuring child well being and safety is a strength, all teachers have references, background checks and child protection training.
- All members of staff either have, or are taking, a specialist course for teaching young learners in addition to their existing teaching qualifications.
- Holding parents meetings every Friday is great – this provides a flexible and regular access to teachers as needed.

In survey of clients:

- 99% thought they were learning and progressing well
- 100% thought their teachers were professional and expert
- 99% thought the schools resources and organisation was good or great
- 98% thought they were treated fairly and equally

Staff Experience

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

- The fact that every member of staff has, more or less, their own classroom is very good for personalising and owning the rooms.
- Teachers universally reported that their DOS are helpful with any topic, academic or administrative.
- Supporting all teachers to achieve a YL qualification is a great investment by the school.

In survey of staff:

- 100% thought it was a good, safe, working environment
- 100% thought their managers were either good or great
- 81% thought that their fair and equal treatment was great

The IH Client Promise and the IH Staff Promise are presented below.

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.