

## IH Karaganda 16/17 April 2018

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

- *A particular strength is thorough and detailed lesson planning. All the lesson plans were very detailed and well staged. Cover sheets included “can do” statements and references to CEFR, which help teachers to focus on the learning outcomes for students.*
- *The syllabus is very clear, detailed and includes separate sections for production and reception. The inspector felt this had a positive effect on the teaching and classes, as learning outcomes would be very clear for teachers and students.*
- *There are scheduled tutorials to help individual students progress and give them more control over their own learning and progress.*
- *All the reception staff are regularly trained in customer service.*

In survey of clients:

- 99% reported that the professionalism and expertise of their teachers was either great or good.
- 98% reported that they are learning and progressing either very well, or well.
- 100% reported that their needs were listened to and their language level tested.

### Staff Experience

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

- *The Director is very approachable and spends a lot of time in the school. There are clear communication channels and the school has an individual approach to students.*
- *The inspector felt there was a healthy balance between the guidance provided and allowing staff space to demonstrate their expertise and initiative.*
- *The inspector felt the atmosphere in the school was very focused on professional development and very keen on making sure all teachers continue developing and stay motivated. Teacher development is openly encouraged by the director and she is ready to invest in it.*

In survey of staff:

- 100% reported that they had knowledgeable managers
- 100% reported that they work in a good, safe environment
- 93% reported that they are treated fairly and equally.

***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.