

IH Köln Insula

9-11 July 2018

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

- The strong focus on developing students' speaking skills and the excellent teaching of vocabulary throughout the school highlight the school's desire to ensure quality of learning.
- The syllabus is clearly defined and ensures that there is a consistent approach when learning each level.
- Each course has a wealth of materials, which are personalised for each student group.
- The school's system of trial classes is a good example of transparency and offers potential students the opportunity to see the quality of teaching that they will experience.
- A strong culture of belief in well-qualified teachers enables the school to offer its customers tangible quality of learning.
- Recommendations made by teachers in feedback helps learners to become more aware of both their own strengths and areas in need of improvement.

In survey of clients:

- 100% reported that the professionalism and expertise of their teachers was either great or good.
- 100% reported that they are learning and progressing either very well, or well.
- 100% reported that the schools' organisation and resources are either great or good
- 100% reported that they are treated fairly and equally

Staff Experience

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

- The school has developed a strong and effective Mentor System for new teachers, and a thorough Staff Handbook, which helps teachers to fit in smoothly and become effective team players.
- The school views the annual appraisal system for all staff, which includes teaching practice and teacher development for academic staff, as a valuable way to improve its services.
- Management actively fosters a positive work atmosphere so that all members of staff can do their jobs to the best of their ability in a pleasant and friendly environment.
- Teachers commented very positively on the DoS' availability and her willingness to help.
- Observations - both formal and peer - are seen as a positive part of teacher development and a useful tool for ensuring quality of teaching.

In survey of staff:

- 100% reported that they work on a good safe environment
- 100% reported that they are given feedback on how they are performing
- 100% reported that they benefitted from regular staff development
- 100% 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.