

## IH Milan and IH Milan San Donato

22-25 May 2018

IH Milan and Milan San Donato were inspected through a combination of meetings with students, staff, lesson observations, and meetings with managers. Highlights are summarised below. The next inspection of the schools is scheduled for 2021.

### Client Experience

Particular strengths of IH Milan and IH Milan San Donato in providing a great client experience were found to be:

- Classroom management is generally very good, especially with groups of boisterous YLs.
- From a wellbeing point of view, the small internal windows provide an innovative additional safety feature, ensuring here is no scope for inappropriate behaviour behind closed doors.
- The availability of the academic team means that the level of client care is exceptional.
- Learners benefit from highly trained teachers who have lots of training opportunities.
- The school's brochures are attractively designed, clear and informative.

In survey of clients in Milan;

- 98% reported that the professionalism and expertise of their teachers was either great or good.
- 95% reported that they are learning and progressing either very well, or well.
- 98% reported that they were treated fairly and equally.

### Staff Experience

Strengths of IH Milan and IH Milan San Donato in providing a great working environment for its staff were found to be:

- Several teachers commented on how well resourced both school buildings are. In addition to well-equipped classrooms and well-resourced staff rooms, all teachers have an iPad or iPod (with speakers) which they use to good effect.
- The teachers' induction session (4 days) at the beginning of each academic year allows plenty of time to cover all aspects of working at the school.
- Teachers have monthly 1:1 meetings with a member of the academic management team to discuss any issues.
- The amount of academic support available to teachers in IH Milan is exceptional and much appreciated.
- The opportunities for teacher development in IH Milan are quite exceptional.
- Almost everyone employed by IH Milan commented on the friendly, supportive and positive atmosphere in the school. This is quite an achievement, especially in a large school. All teachers remarked on the exceptional level of support available from the academic management team.

In survey of staff in Milan;

- 100% reported that they work on a good safe environment.
- 94% reported that their managers give good advice and support.
- 97% reported that they are treated fairly and equally.
- 100% of staff at the San Donato school reported that they had knowledgeable managers
- 100% of teachers in the San Donato school reported that they benefitted from regular teacher development.

*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

## Inspection Highlights Report

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