

## IH Belfast

17<sup>th</sup> – 20<sup>th</sup> July 2018

IH Belfast was inspected through a combination of meetings with students, staff, lesson observations, and meetings with managers. Highlights are summarised below. The next International House inspection is scheduled for 2021.

### Client and Staff Experience

Particular strengths of IH Belfast in providing a great experience for its clients and staff were:

- The school has very well-structured courses which encourage learner autonomy.
- The syllabus isn't based on a course book, and works very well for both teachers and students as it gave them a lot of flexibility when choosing material and also creates learner autonomy.
- There are very thorough induction and placement procedures.
- Learning is continuous assessed, learner autonomy is encouraged and they have many opportunities to find out about and discuss their progress.
- The school does its utmost to provide the students with an overall positive experience.
- The accommodation at IH Belfast is one of the school's strengths. From the real home from home atmosphere that the host families create for the students, the excellent and extremely convenient Sandhurst apartments to the summer accommodation at Queens.
- The school is very active in looking for new way to improve the quality of the courses they provide and the whole learning experience for their students.
  
- There is very good communication throughout the whole school staff team and they all work very well together.
- IH Belfast has an excellent working environment and all staff members have the resources to perform their jobs well.
- The school is revising its appraisal approach based on a learning organisation.

In survey of clients:

- 79% reported that their learning and progression was "great"
- 89% reported that the professionalism and expertise of their teachers was "great"
- 100% reported that they were treated fairly and equally.

In survey of staff:

- 100% reported that their working environment was great or OK
- 100% reported that their managers gave helpful advice and support
- 100% reported that they were treated fairly and equally.

***The IH Client Promise and the IH Staff Promise are presented overleaf.***

## 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.