

IH Cádiz

16-18 May 2018

IH Cádiz CLIC was inspected through a combination of meetings with students, staff, lesson observations, and meetings with managers. Findings are summarised below. The next inspection of the school is scheduled for 2021.

Client Experience

Strengths of IH Cádiz CLIC in providing a great client experience were found to be:

- Young learner and adult English students receive two extra free hours of conversation and exam preparation per week. The school has a real desire to help them progress.
- Students can benefit from a very well-stocked library of self-study resources.
- Learning benefits from iPads and Apple TV technology in classrooms.
- Teenage students attending summer Spanish classes benefit from private taxi transfer with monitors - giving greater security to parents.
- Spanish students are given a detailed manual which helps them know what to expect from their stay in Cádiz and gives them useful information about the school and its procedures.
- Spanish level tests before the student arrives ensures that a good idea of the students' level is obtained before the course starts, so students get started in class more quickly.
- The fact that the school is a member of numerous language organisations and networks has helped the school to show initiative, share and learn best practice and also to keep driving standards upwards.
- A detailed, but user-friendly, feedback form helps the school to obtain useful information so as to enable it to keep improving its quality of service.

In survey of clients:

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

Staff Experience

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

- The school has a very detailed curriculum plan for SA Spanish, which gives teachers a great deal of information to help them adapt swiftly to the school system.
- The immaculate new premises provide an excellent working and learning environment for staff and students alike.
- Very informative Teachers' Manuals help to ensure that new staff are able to fit in quickly and they provide a useful document to refer back to.
- Staff are offered numerous training opportunities to further their development so that they can keep improving their quality of service.

In a survey of staff, 100% reported that they worked in a good, safe environment; 100% reported that they had knowledgeable managers, and 100% 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
7. Diversity is celebrated at International House and we are committed to treating everybody fairly and equally.