

IH Málaga

14-15 May 2018

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

- Lessons are well planned in both English and Spanish classes with clear aims, procedures, dynamics and timings.
- The school offers a wide range of daily activities in its social program to complement learning.
- The school takes wellbeing of young learners very seriously; there is a clear YL Welfare Policy, and staff are well trained. The small family atmosphere of the school helps to promote concern for student wellbeing and their happiness in class.
- Accommodation is of a very high standard and this helps to ensure a comfortable customer experience.
- Efficient online links to level tests for all languages ensures that a good idea of the students' levels is obtained before the course starts, so students get started in class more quickly.
- A positive team spirit resonates throughout the school and this contributes to a pleasant customer experience.
- As members of numerous language teaching organisations and associations the school is constantly encouraged to keep driving its standards upwards.

Staff Experience

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

- Teachers commented how approachable and helpful the Head of Studies and DoS are with respect to all academic matters.
- Very clear job descriptions exist for teachers, DoS, Head of Studies and the Centre Manager and this helps to ensure that all team players are clear as to their role in the school.
- The Portfolio system that has been developed for each teacher highlights the school's commitment to the continued professional development of teachers.
- The school has produced clear and solid templates with relevant criteria for all types of observation carried out and this has a positive effect on teacher development.

In a survey of staff:

- They all thought they definitely worked in a good environment
- They all thought they had good, helpful managers
- They all thought they benefitted from helpful staff training and 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.