

# IH Seville CLIC

## 21-25 May 2018

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

- An exceptionally high number of outstanding lessons within a well-structured curriculum framework provide an excellent level of learning opportunity for students.
- The cultural programme for Spanish courses is exceptional in the frequency and variety of events and integration into the syllabus.
- For Spanish courses there is excellent information and advice pre-arrival, and pre-course assessment is excellent.
- The teachers and trainers at IH Seville are exceptionally well qualified.
- The school has excellent academic administrative systems and procedures that help to maintain clear and accessible student records. This has a positive effect on the school experience for the learner.
- The school has excellent assessment procedures and provides learners with extensive opportunities to discuss progress.

In survey of clients:

- 96% reported that they were either progressing well or very well
- 98% reported that the professionalism and expertise of their teachers was either great or good.
- 97% reported that the organisation and resources were either great or good
- 98% reported that they were treated fairly and equally

### Staff Experience

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

- The buildings used by the school are very well kept and provide a very good working environment.
- The school has a good number of very experienced and effective managers across the organization providing excellent support and guidance to staff.
- The variety and quality of training and professional development available to staff is extensive.

In a survey of staff:

- 99% reported that they worked in a good, safe environment;
- 96% of teachers reported that they benefitted from regular teacher development.

***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.