

IH Malta 24-26 July 2018

IH Malta 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 2022.

Client Experience

Particular strengths of IH Malta in providing a great client experience were found to be:

- There is very clear, accurate and user friendly information and contact for clients and agents.
- In term of the academic programme, teachers plan very well with a weekly programme, which aims to incorporate student needs to provide a more personalised experience.
- There are very robust safeguarding systems, communicated well to all stakeholders, which gives a high level of confidence that all learners, from the youngest to the oldest will be well looked after.
- There is a varied social programme, for both adult and younger learners. This aims to cater for both intellectual pursuits and physical activities.
- The school has good internal quality assurance procedure, with objectives, actions and a system of follow-up.
- All staff in the school respond to feedback very quickly, and make sure the client is happy with the resolution.

Staff Experience

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

- There are good resources, and a particularly well-resourced teachers room at the temporary YL camps.
- The school is rigorous about following safety procedures, and documents and records these explicitly.
- All procedures in the school are well documented – and followed.
- Academic staff are supported in their membership of MATEFL.
- There is a very comprehensive system of observations, with developmental, peer, and pop-in. These are helpful for staff.
- The teacher information in the teachers' handbook is very clear and helpful.

In survey of staff:

- 100% reported that they work on a good safe environment
- 90% reported that their managers were "great"
- 100% reported that they are treated fairly and equally.

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.