

IH Johannesburg

12-14th March 2018

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

- Overall the classes were excellent with teachers well prepared and highly motivated. Students were involved, motivated and eager to improve
- Staff show initiative in developing own material
- There is an excellent stocked and maintained self-access resources are something the centre can be rightly proud of.
- Home stays offer a personal “home from home” atmosphere and some go out of their way to ensure the safety and comfort of their guests to the extent that students often keep in touch years after their stay. This is achieved by an exceptional relationships with homestay families ensure the students enjoy a great experience.

In survey of clients:

- 97% reported that they are learning and progressing either OK or very well.
- 97% rated the schools organisation, resources and facilities either great or good.
- 90% reported that the professionalism and expertise of their teachers is great.

Staff Experience

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

- The school supports staff wanting to take further professional study, for example for a DELTA
- The academic management team is very well qualified and has a great deal of experience.
- There is great deal of expertise in professional development sessions.

In survey of staff:

- 100% reported that they worked in a good environment and were treated fairly and equally
- 100% said they had knowledgeable managers
- 100% said 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.