

IH Merate Como

16-20 April 2018

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

- The new premises in both Merate and Como are bright, colourful, modern and welcoming and large social areas ensure a comfortable environment for both clients and staff. The reception area in Merate not only caters for waiting adults, but also provides a child-friendly environment with suitable tables and chairs for waiting VYL students.
- PDF summaries of classwork covered are emailed to the students of each class. This is particularly useful for students who miss a class and who are thus able to catch up.
- A very efficient Oral Level Test records new client's learning needs.
- The approachability of Director, DoS and Centre Managers helps to foster an open and positive team spirit within the school and the School Newsletter keeps students informed.
- The school offers numerous ways for students to receive advice and information on their progress, notably via Parents' Evenings and individual Student Tutorials.
- The introduction of a Student Portfolio system in order to help promote learner autonomy should have a positive effect on student involvement in learning and ultimately progress.

In survey of clients:

- 99% reported that the professionalism and expertise of their teachers was either great or good.
- 96% reported that the organisation and resources in the school were either great or good.
- 95% reported that they are learning and progressing either very well, or well.
- 100% reported that they were treated fairly and equally.

Staff Experience

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

- Through training and mentorship programs employees are helped to keep acquiring new skills so that they can contribute as fully as possible to the school's development.
- The DoS has developed a useful CPD Diary for teachers where they can record every element of CPD that they have engaged in during the academic year.
- The school has very useful Peer and Pop-in Observation templates for teachers and DoS .
- Teachers' Lesson Plans have a space for valuable post-lesson self-reflection so that teachers can keep improving their teaching skills.
- Useful guidelines have been drawn up to help teachers fill in their appraisal forms and to help managers appraise appropriately on the basis of an established framework.

In survey of staff:

- 100% reported that they work on a good safe environment.
- 100% reported that they are have knowledgeable managers.
- 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.