

IH Minsk 20-23 March 2018

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

- All classes have a good learning atmosphere, which is clearly enjoyed by students, and there are good range of tasks and activities to support learning.
- The consistency of high quality resources is excellent, and students are motivated to learn, using additional books and CDs from the school library
- There is an overwhelmingly positive environment in the school
- Parents are contacted individually, at least twice a year, about the progress of their son or daughter. This is a great personalised touch, demonstrating real care about the progress of students in the school.

In survey of clients:

- 96% reported that they are learning and progressing either OK or very well
- 98% reported that the professionalism and expertise of their teachers is good or great
- 98% reported that the schools organisation, resources and environment are good or great
- 100% reported that they are treated fairly and equally

Staff Experience

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

- There are great staffrooms in each department which are a communicative and sharing hub for the school. Every teacher has access to a laptop, which a great investment.
- The clarity of expectations placed on teachers, and the straightforward systems are a bonus in enabling new teachers to be productive as quickly as possible.
- A two stage performance management system for teachers, with reviews in Autumn and Spring is excellent. Lesson observations are happen according to a clear timetable and are reported as helpful by all staff.
- Administrative staff have detailed performance criteria, which are regularly assessed.
- Teachers universally reported that their DOS are helpful with any topic, academic or administrative, and make themselves available virtually any time of the day!
- High quality of professional development is acknowledged by teachers as a bonus of working at the school.

In survey of staff:

- 100% reported they are given useful feedback on their job performance
- 100% reported that their employment conditions are good
- 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.