

IH Santiago de Compostela

24-27 April 2018

IH Santiago de Compostela / El Centro Britanico 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 2019.

Client Experience

Strengths of IH Santiago de Compostela / El Centro Britanico in providing a great client experience were found to be:

- In all the classes the teachers had an excellent rapport with their students. They had created very good learning environments. It was clear they had their students' interests at heart and they wanted to create a positive learning environment.
- The efficient enrolment process. Potential clients receive a personalised service and the reception staff make sure they find out exactly what type of course the client is looking for and will guide to make the correct choice according to their needs. Once they have taken the level test they are immediately given their level and group and so they can start their course of study without any delays.
- The very well-informed reception staff. Potential clients are given very comprehensive information from well-informed staff on the different courses and other services available.
- The very good systems for collecting and analysing and acting on the students' feedback. The feedback is collected throughout the course from the adult learners and once a year from the YLs and teens. The director and the deputy director create very comprehensive systems for analysing it and from the data they receive are able to make the necessary changes.

In survey of clients:

- 100% reported that their needs were listened to and did a test to check their level.
- 97% reported that the professionalism and expertise of their teachers was either great or good.
- 99% 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 Santiago de Compostela / El Centro Britanico in providing a great working environment for its staff were found to be:

- Teachers and trainers will receive regular professional development so their students benefit from up to date improvements in teaching practice.
- The regularity of the professional development sessions. The teachers receive a weekly PD session rather than monthly sessions which they said they found very useful.
- Well being of the teachers. E.g. the ratio Z y W system that the director and the deputy director has created to measure the teaching load of the teachers and compensate them accordingly.

In a survey of staff, 100% reported that they worked in a good, safe environment; 91% reported that they had knowledgeable managers, and 92% reported that they benefitted from regular teacher development, and 92% of staff reported that they were treated fairly and equally.

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.