

IH Bristol 17-20 July 2018

IH Bristol was inspected through a combination of meetings with students, staff, lesson observations, and meetings with managers. The next inspection of the school is scheduled for 2022.

Client Experience

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

- The overall teaching standard was good to outstanding, delivered by highly qualified staff, ensuring a high quality of learning.
- The school has an excellent variety of educational resources and an online platform to provide a rich learning environment for students.
- There are exceptionally good policies and procedures for securing the welfare and safety of young learners at the centre. All staff are trained and inducted effectively.
- There is an exceptionally good range of social and cultural events for all students and care is taken to provide a very high level of service and safety.
- There is a detailed and regular system of tutorials linked directly to assessment that ensures that there are excellent opportunities for all students to discuss how they can improve.
- Very good assessment tools and procedures are appropriate to students' age and type of course, allowing them to see how they are progressing and what they should work on.
- The school seeks detailed and frequent feedback from students on all aspects of the provision and responds to any issues in a timely way.
- The school works hard to accommodate all students and ensure there is a culture of understanding and sensitivity across all aspects of its services.

In survey of clients:

- 100% reported their teachers professionalism and expertise as good or great
- 100% reported that they are treated fairly and equally.

Staff Experience

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

- The school takes pride in providing excellent premises to allow their staff to perform their jobs well.
- The detail and provision for health and safety is excellent.
- The school has found innovative ways to encourage and engage all staff in seeing how they can contribute to the organisation as a whole and not simply fulfil their role.
- The school supports staff by encouraging and financing training and conference attendance. This investment in people has clearly helped to benefit the student experience.
- Internal communication is excellent ensuring that staff have access to appropriate senior managers at all times.
- The experience and stability of the academic management is a real strength of the organisation. In addition there is significant management resources available to support the teachers and trainers in provision of classes at all times.

In survey of staff:

- 100% reported that they work on a good safe environment
- 97% 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.