

# IH Sabadell

## 28-30 November 2018

IH Sabadell 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 2021.

### Client Experience

Strengths of IH Sabadell in providing a great learning experience for clients were found to be:

- The learning environment and premises are particularly attractive.
- Students benefit from thoughtful and creative lesson planning which responds to their interests & language needs.
- There is an extensive selection of teaching materials to complement coursebooks, and the wide variety of books and other resources enable teachers to plan interesting and stimulating lessons.
- There are excellent welfare and safety policies and practices.
- Parents of young learners benefit from very complete information about all aspects of their courses.

In survey of clients:

- 100% reported that they are learning and progressing.
- 100% reported that their needs were listened to and they did a test to check their level.
- 100% reported that the professionalism and expertise of their teachers was either great or ok.
- 99% reported that the organisation and resources were either great or ok.

### Staff Experience

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

- The guidance and clarity of the Director have a positive effect on the morale and output of the school team.
- Teachers report that observations have had a positive impact on helping them improve
- There is a very good staffroom which is a communicative and sharing hub for the school.
- New staff report that the school was particularly thoughtful in explaining its working practices and offering educational support.
- Staff report that appraisals have had a positive impact on their job and or performance.
- Peer observations happen and are reported as valuable
- The variety of CPD training encourages staff to develop individually as professionals.

In a survey of staff, 95% report that their managers were either good or very helpful; 95% reported that they are treated fairly and equally and 100% reported that they worked in a good, safe environment.

*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.