

Giga IH Catania

24-26 January 2019

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

- The school is run very well and there is a real focus on the learner with a personalisation emphasis in class.
- Students benefit from excellent rapport in all classes. They are engaged and focused, dynamic and interested.
- Teachers encourage opportunities for natural discussion in the classroom.
- There is particularly good course and school information available, both at the front desk and also on the school website
- The management of placement tests, and trial lessons, are very well-organised and gives the new joining student a positive view on the learning experience at the school
- Students are inspired to extend their learning, either on another course or independently, and this supported by a robust tutorial system

In survey of clients:

- 99% reported that the professionalism and expertise of their teachers was either great or good.
- 94% reported that they are learning and progressing either very well, or well.
- 99% reported the schools organisation and resources as either good or great.

Staff Experience

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

- There are wide and varied books and other resources to enable teachers to plan interesting and stimulating lessons
- Teachers reported how helpful the DOS and school management team are in a wide range of academic and logistical matters
- The school has a formalised policy regarding staff professional development, particularly linked to meeting the needs of students, and teachers are encouraged to attend and present at conferences, and deliver CPD to their colleagues.
- Observations (from the DOS, peers, and blind observations) are helpful and valuable.
- There is a regular system of emergency evacuation practice and all staff are trained and knowledgeable in what to do during an emergency evacuation

In survey of staff:

- All reported that they work on a good safe environment
- All reported that they are given feedback on how they are performing
- All 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.