

IH Beirut

26-28 March 2019

IH Beirut 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 2022.

Client Experience

Strengths of IH Beirut in providing a great client experience were found to be:

- Students benefit from clear course objectives, displayed in classrooms.
- The school has produced a helpful booklet in English and Arabic to explain classroom methodology and teaching techniques.
- A detailed needs analysis is carried out with one-to-one students and corporate classes.
- There is very positive communication and team support within both school centres, which radiate professionalism. The management team demonstrates a clear willingness to keep improving.
- Students receive detailed advice from teachers about how to progress in addition to their transcript of performance on Results Day.
- Class representatives meet with school managers after completing feedback evaluations and this shows that the school takes client feedback very seriously.
- Charity events, courses for visually impaired students and accepting students with little or no literacy demonstrate the school's commitment to enhancing diversity.

In survey of clients:

- 97% reported that they were learning and progressing well.
- 100% reported that the professionalism and expertise of their teachers was either great or good.
- 97% reported that the organisation and resources in the school were either great or good.

Staff Experience

Strengths of IH Beirut in providing a great staff experience were found to be:

- Teachers in both school centres have very modern, well-equipped staffrooms.
- All staff roles have detailed job descriptions to enhance efficiency and ensure that they know how their role fits into the school structure.
- Teachers and administrative staff have numerous training opportunities to help them to keep developing professionally.
- The Director is constantly looking for ways to empower her staff so that they are more involved in and committed to their work.
- Both DOSes were highly commended by teachers on their availability and willingness to provide a high level of support.
- In addition to formal observations with feedback, teachers of all languages also benefit from detailed pop-in observation feedback with a view to boosting their teaching skills.
- The school employs staff from different backgrounds and is very supportive of employees with challenging life circumstances.

In a survey of staff:

- 100% reported that they worked in a good, safe environment
- 95% of teachers reported that they benefitted from regular teacher development
- 89% reported that they have knowledgeable managers

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.