

# IH Jesi and IH Ancona

1-3 April 2019

IH Jesi and IH Ancona were inspected through a combination of meetings with students, and staff, lesson observations, and meetings with managers. Findings are summarised below. The next inspection of the school is scheduled for 2021.

### Client and Staff Experience

Strengths of IH Jesi and IH Ancona in providing a great client and staff experience were found to be:

- In Jesi in particular, the school is very well integrated into the community, and this is embodied by the sculpture of a hand in the Piazza.
- The IH Jesi & IH Ancona residential and day camps fully exploit the beauty and opportunities that the region offers.
- Students report that they greatly appreciate the general quality and friendly yet professional atmosphere.
- They find the chatroom (language lounge) very important and think that this is what makes the school stand out from other language schools in town. Lessons are enhanced by the opportunities offered by the language lounge.
- There is a robust system of giving students extra help if they fall behind.
- There are extremely friendly reception staff at both schools
- Apart from progress tests, students have plenty of opportunities to meet their Dos or the Director to discuss their progress.
- Internal communication amongst staff is enhanced by weekly, management team meetings where each member of staff has 5 minutes to update other members on what is happening.
- The schools have exceptionally well written and comprehensive handbooks for teachers on all aspects of school life
- The staffrooms are small but well stocked with resources.
- There is a good level of academic support for teachers with three DOSes – one for Jesi, one for Ancona, and one for offsite venues.

In survey of clients:

- 93% reported that their needs were listened to and they did a test to check their level.
- 79% reported that the professionalism and expertise of their teachers was “great!”
- 97% reported that they are learning and progressing well.
- 91% reported that they are 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.