

# Accademia Britannica IH Campobasso

## 15-16 April 2019

Accademia Britannica IH Campobasso 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 Accademia Britannica IH Campobasso in providing a great client experience were found to be:

- Students benefit from good, well-planned lessons, where teachers check that learning is achieved.
- There is a very clear and complete system of informing students and stakeholders of the welfare and safety measures taken by the school to protect young learners.
- Teachers deliver individualised learning and track students' progress well
- There is a good system to check the grammar and lexis, written and oral skills of new students, to make sure they are directed to the best class for them.
- An excellent information pack is given to students and parents, including services available, welfare and safety measures, guide to the school and regulations.
- Teachers at the school form a well-balanced team with varied teaching experience.
- Communication around the school is good thanks to a clear management structure supported by efficient and sensitive reception and administrative staff.
- There is a readiness to embrace change and innovate, with staff at all levels showing enthusiasm for the opportunity to deliver improvements.
- The school is a member of other national quality organisations.

In survey of clients:

- 99% reported that they are learning and progressing
- 96% reported that their needs were listened to and they did a test to check their level.
- 100% reported they were given clear and accurate information
- 95% reported that the professionalism and expertise of their teachers was "Great"

### Staff Experience

Strengths of Accademia Britannica IH Campobasso in providing a great staff experience were found to be:

- A lot of attention has been paid to creating a pleasant, comfortable well-appointed work environment.
- Information to new Teachers is detailed and very helpful.
- There is a strong academic management Team
- There is a well-balanced regular CPD programme.
- The contract terms and conditions are excellent.

In survey of staff:

- 100% reported that their working environment was "Great"
- 100% reported that their managers were "Great"
- 100% of teachers reported that they really benefited from regular teacher development.

***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.