

# IH Sydney, IH Bondi, IH Darwin and IH Melbourne

July 2019

IH Sydney, Bondi, Darwin and Melbourne were 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 common to all schools in providing a great client experience were found to be:

- It is a huge strength that teaching quality is consistently high across all 4 campuses.
- A lot of care and attention is given to under 18s at the Bondi campus. The welfare officer monitors students very carefully and classes are held in a separate wing of the school.
- The social programmes across the campuses are a strength. There are a great range of activities on offer, they reflect the campus location and staff are empowered to adapt and respond to student's needs and interests.
- The student handbook is very clear and available on the portal as well as in printed format when students enrol. The school has some excellent, client focused policies, such as course breaks for holidays and the ability to switch campus location or from morning to evening at any time. These are very much valued by students and different to other providers.
- The teachers across all the campuses are well qualified and many are very experienced. All teachers receive regular professional development. Many of the YL teachers at the Bondi campus also have experience in mainstream education and teaching degrees.
- The leadership and management across the group is impressive and the Executive Director leads by example with regards to maintaining very open and regular communication across teams and across all campuses.
- The very client focused approach at the campuses certainly flows down from the top management with everyone prepared to step in and help to ensure students are looked after. Managers are very visible and accessible to students.
- The admissions process for all campuses is extremely efficient and due to having off shore staff applications can be processed around the clock.
- All students have a tutorial with their teacher every 12 weeks but there is an ongoing dialogue across the course and a rich programme of extra support and conversation classes to assist students with their individual learning goals.
- The noticeboards in all classrooms at all the campuses have a clear diagram showing students who they need to talk to about any issue, challenge or problem they may have.
- Student of the Month is a great initiative and celebrates students who are working hard and progressing.
- Morning and evening teachers peer mark to standardise their test marking. This is very good practice and teachers had found it very professionally stimulating.
- The school collects feedback both electronically and face to face very regularly and results are processed, analysed and shared across the departments.

### Staff Experience

Strengths common to all schools in providing a great staff experience were found to be:

- The working environments across the all the campuses are of a high standard with space to share and communicate across departments. These shared spaces create a very nice dynamic and plenty of opportunity for team building.
- The IH SharePoint platform is a fantastic achievement and ensures that the teachers across all 4 campuses have access to the same resources and course books and can share material with each other. It is extremely accessible and can be used in the school and remotely.
- All of the schools are well resourced though the online material provided by SharePoint as well as hard copies of text books and resources. All classrooms are equipped with a PC and projector allowing the teacher to easily access online resources.
- There is a strong culture of training and inducting staff and newer staff are trained and guided by those with more experience.
- Job descriptions for all staff are reviewed regularly as part of the annual appraisal process. There is an organogram outlining the structure and areas of responsibility across key roles.
- Schools have a robust policy and rationale for their performance review system, focused on improving quality and facilitating those who want to progress within the company.
- Teachers and administrators alike commented positively on the interest the management showed in them through the appraisals and felt that they had a positive impact on their performance. Many cases of promotion within the school is evidence of good practice here.
- The Employees of the Year Awards provide a very nice opportunity to celebrate those employees who have performed well.
- There is a strong commitment to investing in staff training and development with a significant financial investment made annually. The company is a member of several associations in Australia that give access to very relevant training and conferences that benefit employees and have a positive impact on the student experience.
- The management team were consistently highly praised by staff and students alike for being responsive, approachable and ready to listen.
- There is a strong and experienced academic management team across the campuses devoted to innovation and strategic planning, ensuring that the academic systems and activities are constantly developed and improved upon. This has resulted in a very energised and dynamic team.
- Professional development is a systematic part of the school calendar and is achieved regularly across the campuses to the benefit of the teachers.
- The extra 'mini PD' sessions that had recently been introduced at the end of the staff meetings were very popular and a great way of sharing ideas and best practice across a teaching team. It also allows the opportunity for experienced teachers who are not in a management role to deliver PD for their colleagues.
- Teachers felt the value of the PD they received, it was relevant to their work and they felt it was improving their skills.
- Observations are planned and referenced in the annual appraisal. The feedback given after an observation is very thorough and developmental and teachers commented positively on this. A system of peer observation has also been established.
- There is a wonderfully diverse range of nationalities and cultures across the staff employed at the 4 schools - at management level, within the teaching staff and on the administrative team.

***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.