

IH Qingdao

24-26 September 2019

IH Qingdao 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 2021.

Client and Staff Experience

Particular strengths of IH Qingdao in providing a great client and staff experience were found to be:

- The cultural aspect of lessons provides a focus for learners and educates them while immersing them in all aspects of the learning experience.
- Having accommodation on campus and near the centre offers security and increases the focus on welfare. This peace of mind is reinforced with knowledge that all necessary amenities such as shops, cafes and restaurants are nearby.
- The attention to student needs enable the centre to offer highly focussed courses which delight students.
- Feedback is encouraged through the use of paper-based questionnaires and suggestion envelopes in all classrooms.
- Recruitment procedure is very thorough and weak areas are picked up and improved by training through their probationary period and observations.
- The benefits of the free two week CPD conference held by Qingdao and Oceania Universities are a great benefit for both teachers and ultimately the students. This Conference helps offset the relative isolation experienced by the centre from most training opportunities organised by IHWO which in general are European centric.
- Regular, controlled peer observation is a great assistance in teacher development.
- The centre is very attentive to staff and understanding of their personal situations.

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.