

IH Brno **20-22 November 2019**

IH Brno 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

IH Brno has many strengths. Of particular note in providing a great client experience were found to be:

- Students will benefit from excellent teaching quality
- Management of young learners is very good. The school uses a class management method of an arrow divided into two halves (red -0 to 50 and green 50-100). This proves very effective through self-motivation or peer pressure.
- Weekly intensive courses are given at local Associate Schools during the morning classes of “Project week”. Teachers present varied subjects of interest or particular knowledge with some input then groupwork, pairwork, etc. This has proven popular with the schools.
- There is an organised and efficient management structure as well as functional IT system in place.

In a survey of clients, 98% reported they were learning and progressing, and 89% said they were treated very fairly and equally.

Staff Experience

Particular strengths of IH Brno in providing a great staff experience were found to be:

- The support and preparation available to new teachers is second to none. Extra observations, a “Foundation” course and a mentor exemplify the commitment this centre has to quality in the learning experience. In addition, the pastoral support allows the smoothest transition for new teachers.
- The range of courses supported and promoted by the centre is evidence of the importance given to the value of teacher development.
- The quantity of provision and the quality of all-round professional development is excellent.
- Teachers experience observation and feedback from observers of different levels and experience which all feeds in to improve their performance.
- The attention to inclusion and diversity are highly recommended and the equality statement is exemplary

In a survey of staff, 100% reported they worked in a good safe environment , and 100% said they have knowledgeable managers who help them.

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.