



IH Lecce Excellence Report 2026

This report features an excerpt of the strengths identified during the IH Quality Inspection of IH Lecce conducted on 10th – 11th April 2026. It highlights key aspects of the school's commitment to excellence and demonstrates how IH Lecce fulfils the IH Client and IH Staff promises.

Strengths
Delivering the IH Client Promise
We will help you learn and progress by designing well-structured courses and educational support services. ✦ The school has introduced an initiative which enables adult and teen students to sign up for extra classes in addition to their course. They can choose <i>Chatroom</i> (conversation) and/or <i>Language Lab</i> (remedial or practice work in any area they like). This is a personalised service which offers added value and enhances the learning experience for the students. Uptake is currently manageable and feedback in the student focus group with adults and young adults was extremely positive. ✦ Another extra-curricular option has been introduced aimed at young learners, called <i>Storytelling</i>. Students listen to a story and create something using different craft materials. ✦ The mapping of CEFR levels is very clear to both staff and clients. Levels are clearly referenced, not only in syllabi, but also in information shared with the client e.g. publicity flyers. ✦ A wide variety of IT platforms are used effectively by teachers to support the overall learning aims identified for each class, appropriate to learners' age and level (e.g. Cambridge One, Oxford, Pearson). ✦ Procedures and policies to ensure the welfare of under 18s are extremely thorough and well integrated within school operations.
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. ✦ The management of placement testing appears to work well, with few level changes and generally high levels of satisfaction by both teachers, students and clients, according to feedback during focus groups. ✦ The free two-week trial period before payment for on-site courses is a strong marketing proposition and works well to ensure that each student is happy with their level and class.
You will be given clear and accurate information about all aspects of your course, examination or other service. ✦ Excellent student retention rates with effective strategies including free refresher courses prior to the start of the academic year for returning students. ✦ The school holds an award ceremony before the start of the academic year, awarding Cambridge exam and end of course certificates from the previous year. The event acts as an opportunity to promote and share information about the school and courses for the coming academic year. ✦ A clear, transparent student contract is signed upon enrolment.
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. ✦ A high percentage of teachers have been trained in-house and are accredited as Cambridge Examiners. ✦ Teachers committed to working at the school for two years are encouraged and subsidised by the school to take formal qualifications such as IH CYLT.

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. - Leaders consistently model high standards of professional practice, providing clear and effective leadership by example. Transparency, dedication, care, and commitment to quality and the school values were apparent at every level of the management structure, starting with the Managing Director. - There is a strategic approach to quality management and development. Compliance and quality assurance priorities through the IH scheme and various external affiliations (including ISO 9001, AISLI, Cambridge Assessment English) are reviewed together with analysis of client feedback (both students and B2B with schools) to identify development objectives for individual departments. - Cambridge Assessment English compliance audits have consistently resulted in an “Excellent” rating. The exam centre is effectively integrated within the wider school operation: internal and external exam preparation courses provide a steady source of candidates, and several members of the teaching team are accredited as Cambridge examiners. - Senior management and staff generally embrace inspections as an opportunity for development.
Your learning will be regularly assessed during your course to help you progress. You will have opportunities to discuss how to improve. The optional extra-curricular sessions available (<i>Chatroom, Language Lab</i>) provide an opportunity for individual attention and practice to enhance the student learning experience and rate of progress.
You will be encouraged to give us feedback so we can continue to improve while you are still studying with us. - Seeking and acting on feedback is part of the customer-focused culture within the school. Parents and students in the focus groups all reported a readiness to listen and act upon any concerns raised. - Consider a formal mechanism to ask for feedback during the course so that there is more scope to act while the course is still running (possibly combining with a 1:1 meeting with student to discuss progress, as suggested in 6.1). This could be evaluated as part of the review of the overall process for feedback, which the MD is planning once the school receives the results of the client survey with the 2026 inspection report.
Diversity is celebrated at International House, and we are committed to treating everybody fairly and equally. There are policies and procedures in place to minimise behavioural issues, and these are dealt with effectively if they occur.
Delivering the IH Staff Promise
You will have a good, safe working environment and the resources to do your job well - The school has bright, spacious, airy classrooms with interactive whiteboards/flat screen TVs which enable teachers to use online learning platforms and digital coursebooks. - Strong IH branding, signage and decoration is used that establishes credentials, reputation and history, as well as creating an attractive and welcoming environment. - Teachers are provided with a laptop to facilitate their use of technology in the classroom. - IH Lecce has a strong health and safety compliance record, clear evacuation exits, and a high proportion of First Aid trained staff.
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. The way that the appraisal system has been implemented and received is to be commended. The positive response was unanimous.
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. The school has a strong and supportive academic management team, whose expertise, dedication and availability are highly valued by their team and by their line manager.
Teachers and trainers will receive regular professional development, so their students benefit from up-to-date improvements in teaching practice. The school has a policy to encourage and subsidise teachers who commit to two years at the school to take IH online courses.

- ✦ High quality observation feedback, highlighting strengths and areas to improve as well as feedback on the lesson plan and achievement of learning aims is provided to all teachers. Teachers confirmed that they found the feedback very useful.

Member Commitment to IHWO and the Network

IH Branding and Conference Attendance

- ✦ The website, publicity materials, signage, certificates, tests and internal documents are now all IH branded and present a strong and consistent IH visual identity, incorporating key elements of the updated IH brand.

Please note that this is not the entire inspection report, but rather a summary of the strengths identified during the inspection.

