



The Education and Training Inspectorate  
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Department of Education  
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EXCELLENCE



## **Education and Training Inspectorate**

### **Educational Oversight Inspection (Home Office)**

### **Annual Monitoring Review Inspection Report**

### **International House Belfast**

**December 2017**

A full Educational Oversight inspection was carried out in International House Belfast in December 2016. The inspection highlighted the following strengths:

- the highly effective leadership and management of the organisation, at both strategic and operational levels;
- the broad curriculum offer, which includes an appropriate range of enrichment activities for the learners;
- the effective and collaborative working relationships established with a range of external organisations and key stakeholders to support the continuous development of the provision;
- the good or better quality of all of the learning and teaching observed;
- the extensive arrangements in place for the care and welfare, and safeguarding of the learners, including the highly effective personal and learning support from staff;
- the high levels of engagement by the learners, almost all of whom are progressing very well in their learning and are developing their language skills to a good or better standard;
- the very good quality of the physical resources and accommodation, including the high levels of investment in information and learning technology;
- the well-experienced and highly qualified staff who are provided with an excellent range of opportunities to undertake relevant continuing professional development;
- the positive feedback from the learners interviewed about their experiences on their learning programmes; and
- the very high outcomes attained by the learners across the range of programmes offered.

The inspection also identified the need for the organisation to:

- continue to embed and develop the self-evaluation and quality improvement planning processes, including the clearer identification of key strengths and areas for improvement and the better inclusion of key stakeholders' feedback in the self-evaluation process, and the identification of clearer actions to promote improvement and the use of more specific targets in the quality improvement plan.

### **Inspection Overview**

An annual monitoring review inspection was carried out in December 2017. This involved a scrutiny of the inspection documentation submitted to the Education and Training Inspectorate (ETI) by International House Belfast prior to the inspection visit.

During the visit, discussions were held with the manager and the academic and business development manager; other relevant documentation was scrutinised.

The quality of the self-evaluation report submitted by International House Belfast was evaluated, and it was reported to the organisation during the visit that the report and quality improvement plan were of a sufficient quality.

### **Changes to the provision**

In the interval since the educational oversight inspection, International House Belfast has taken the following actions, which affect its provision:

- a new academic and business development manager has been recruited;
- an accountant, whose job role includes the analysis and reporting of key organisational data, has been recruited;
- the summer programme for teenage students has been relocated to a new single-site venue to better support their learning experiences; and
- work has started and is on-going with other International House schools, in the United Kingdom and Ireland, to develop mechanisms to allow the sharing of knowledge and best practice in academic management, administration, pastoral care and safeguarding.

### **Main developments**

The following are the most important developments that have taken place since the Educational Oversight inspection:

- the number of adult students recruited to English language programmes has increased by approximately 36%, from 682 to 926;
- the use of information and learning technology has been developed further through the design and implementation of an in-house 'eco-app', based on the theme of corporate and social responsibility, to support the delivery of English language programmes and provide essential information on the student administration process;
- digital marketing resources have been developed using virtual reality technology which are being used effectively in the promotion of English language programmes to potential students; and
- an appropriate self-reflective tool has been implemented to support further the self-evaluation and quality improvement planning processes.

### **Further improvement**

To improve the quality of the provision further, International House Belfast needs to:

- continue to develop further the processes used for self-evaluation and quality improvement planning and, in particular, implement and embed the use of the revised inspection and self-evaluation framework.

## **Overall effectiveness**

International House Belfast has a high level of capacity for sustained improvement in the interest of all the learners. The inspection visit confirms that it continues to meet the requirements for Educational Oversight. The ETI will continue to monitor the organisation's progress in addressing the area for improvement through the Annual Monitoring Review inspection process.

## Reporting terms used by the Education and Training Inspectorate

In this report, proportions may be described as percentages, common fractions and in more general quantitative terms. Where more general terms are used, they should be interpreted as follows:

Almost/nearly all	-	more than 90%
Most	-	75%-90%
A majority	-	50%-74%
A significant minority	-	30%-49%
A minority	-	10%-29%
Very few/a small number	-	less than 10%

## Performance levels

The ETI use the following performance levels when reporting on outcomes for learners, quality of provision and leadership and management:

Performance level
Outstanding
Very good
Good
Important area(s) for improvement
Requires significant improvement
Requires urgent improvement

## Overall effectiveness

The ETI use one of the following inspection outcomes when evaluating the overall effectiveness of the organisation:

The organisation has a high level of capacity for sustained improvement in the interest of all the learners. The inspection confirms that it continues to meet the requirements for Educational Oversight. The ETI will continue to monitor the organisation's progress in addressing any area(s) for improvement through the Annual Monitoring Review inspection processes.
The organisation demonstrates the capacity to identify and bring about improvement in the interests of all the learners. The inspection confirms that it continues to meet the requirements for Educational Oversight. The ETI will continue to monitor the organisation's progress in addressing the areas for improvement through the Annual Monitoring Review inspection process.
The organisation needs to address (an) important area(s) for improvement in the interest of all the learners. The inspection confirms that it no longer meets the requirements for Educational Oversight. The organisation should refer to the Home Office Guidelines for Educational Oversight <sup>1</sup> .
The organisation needs to address urgently the significant areas for improvement identified in the interests of all the learners. The inspection confirms that it no longer meets the requirements for Educational Oversight. The organisation should refer to the Home Office Guidelines for Educational Oversight <sup>1</sup> .

Key Performance Indicators and Definitions	
Retention	The percentage of learners who complete their English language course, out of the number of learners enrolled at the beginning of the course.  Retention rate = Number Completed / Number Enrolled
Achievement	The percentage of learners who completed and achieved all, or partially achieved some, of the components of their English language course: Achievement Rate = (Full Achievement + Partial Achievement) / Number Completed.

<sup>1</sup> In the case where an organisation fails to maintain Educational Oversight, it should refer to the Home Office guidelines for Educational Oversight – <https://www.gov.uk/government/publications/sponsor-a-tier-4-student-guidance-for-educators>

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