

1 June 2018

Catinca Nicolau
International House Bucharest
Language Training Center
93- 95 Lanariei street
T center office building
First floor
District 4
040323 Bucharest
Romania

Dear Catinca

It gives me great pleasure to inform you that Eaquals has endorsed the recommendation to re-confirm **International House Bucharest Language Training Center** as an accredited member of Eaquals.

Your membership will be valid until **31 March 2022**.

According to Eaquals principles International House Bucharest Language Training Center may use the following statement as reference in publicity and on the website:

International House Bucharest Language Training Center was inspected by Eaquals in 2018 and met the high standards required for Eaquals accreditation. The teaching, the course programmes, as well as the course organisation, the learning resources, testing and evaluation were all judged to be of high quality. It was found that the institution takes great care to protect the welfare of its clients and staff, and all publicity materials produced by the institution are accurate and truthful.

You may also publish the words:

The Inspectors identified points of excellence in the following categories:

Management and Administration

Management and Administration is an area of excellence because there is evidence of a strategic approach to management in the systematisation of the owners' commitment to self-development, not only for clients but also for staff with an emphasis on work/life balance for all staff. The company uses the Balanced Scorecard methodology to focus discussion within the organisation and to show progress. It is evident in the core activity of the institution that the ethos regarding Corporate Social Responsibility is consistently upheld. There is an awareness of the economic environment, with proven ability to adapt to changing internal and external situations. The policy of constant improvement is driven by a desire to excel in all aspects of their activity and in their provision for the welfare of staff and learners. They have a specific goal to educate their Younger Learners in skills of social interaction, collaboration and self-discipline, along with an intention to foster liberal and open-minded attitudes.

Course Design and Supporting Systems

Course Design and Supporting Systems are excellent because there is strong documentary evidence and evidence from discussion with staff members, that the supporting systems in place to support and guide teachers are exceptional, in particular the mentoring system and availability of educational coordinators and advisors. There is evidence that the stated educational philosophy and course learning programmes are used as tools to inform and plan schemes of work and in the delivery of classes. The planning and content of the cultural integration workshops shows an exceptional understanding of intercultural communications and the training that can support it.



Assessment and Certification

This Category meets the requirements of excellence because the theory upon which the placement assessment procedures and practices are based is exceptionally perceptive, recognising as it does, the importance with Young Learners of considering the whole personality of the child, not just their linguistic competences, when placing them into an appropriate group. The procedure for assessment takes into account other skills that can affect the homogeneity in groups: social skills, motor skills etc” which comes directly from the institution’s philosophy of “More than just English”.

The theory of formative assessment carried out during classroom activity is well understood and the practice seen, indicated a good understanding of the theory as well as an effective use of the technique. There is an exceptional concern for the student to be involved in the assessment process by using ‘coaching bubbles’ and regular feedback systems so that they develop an awareness of what is needed to progress. The information and support offered in the Booklets Procedure for Testing and Assessment and Procedure for testing and assessment of Young Learners is outstanding.

Academic Resources

The link between the usage of the academic reference and methodology library and the CPD programme represents an exceptional attention to the importance of materials in teacher development. The individual advice and guidance on the use of resources for teachers, which the mentoring scheme enabled, was exceptional. There was evidence in class observations of an adventurous approach to the use of materials. Teaching staff observed were exceptionally at ease with the electronic equipment and resources and made effective and appropriate use of them.

Learning Environment

Learning Environment is excellent because an outstanding level of care and thought has gone into the planning and design of the institution’s premises. There was exceptional flair and imagination in the decoration and equipment of the premises and attention to detail in the arrangements for comfort, convenience and hygiene to accommodate the needs of Young Learners.

Client Services

Client Services are excellent because the British Ball and associated activities represent an exceptional approach to client benefit. Other social events which enable staff and students and clients to get together informally offer an exceptional series of opportunities to develop an intimate community within the institution. The team provides an outstanding service to clients through their attention to the smallest detail of student welfare and understanding of their varied needs.

The training and background of the teacher support team ensures an exceptional attention to the psychological and academic needs of students. The support and advice given to teachers in the corporate programmes ensuring that adult students have a clear understanding and a realistic expectation of the progress they could expect, is exceptional.

Quality Assurance

It is an area of excellence due to declared commitment on the part of the Managing Director and the Director of Studies to a philosophy of continued improvement. They are fully supported in this commitment by the Finance Director. Ambitions to deliver high quality services are achieved, employing a continuous virtuous spiral of “review>revise>improve>review” to ensure that systems are not only in place. The procedures for the annual performance review include a 360 degree feedback element. All teachers have completed the EPG framework assessing their skills against the descriptors of the framework.

Staff Profile and Development

Staff Profile and Development meet the criteria of excellence because the mentoring system is an outstanding example of an inventive and effective solution to the challenge of delivering adequate training without access to higher level external qualification training courses. The Inspectors found the processes of training and development to be exceptional. The practice of employing the on-duty back-up teacher to observe classes as part of their initial training is excellent.



Staff Employment Terms

Staff Employment Terms are excellent because of the generosity of spirit exemplified in the leisure programmes and other benefits on offer to all staff, and the imaginative approach to their content. The flexible freelance contracts are an example of a remarkably imaginative approach to ensuring employee satisfaction, and the bonus scheme has been exceptionally carefully designed to enable freelance staff to have an income all year.

Internal Communications

Internal communications are excellent because the frequency, range and scope of staff and team meetings ensure a regular and effective exchange of views between staff and management. There is a strongly expressed feeling among the staff that their contribution is listened to and valued. Communication channels of all kinds are easily accessible and were seen to be regularly updated and used and full information about the ownership, strategic plans and development in the market of the institution is shared freely with employees.

External Communications

This area is excellent because there is an exceptional range of communications materials available both in hard copy and electronically. The design of the website is bright and attractive, displaying the same visual imagination evident throughout the premises of the institution, and navigation is simple and intuitive.

The excellent customer care systems in place and the development of the new Customer Relations Management (CRM) system, constitute a point of excellence. Daily contact with existing customers through the custom of inviting parents into the end of each class offers an exceptional opportunity to foster customer relations and develop communications. Contact and communication with the business community of Bucharest is exceptional in scope and variety of events and opportunities offered.

In addition you are permitted to publish or share the final version of your report on condition that it is shared or published in its entirety only.

I would like to extend my warmest congratulations on the excellent result of the inspection. At the same time, I encourage you to take careful note of the inspectors' recommendations and I wish you well with your programme of continuous improvement.

Best wishes

A handwritten signature in black ink, appearing to read 'Ludka Kotarska', is written in a cursive style.

Ludka Kotarska
Director of Accreditation and Consultancy