

## IH Podgorica

27<sup>th</sup> 28<sup>th</sup> November 2017

IH Podgorica Cambridge Centar 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 2020.

### Client Experience

Particular strengths of IH Podgorica in providing a great client experience were found to be:

- The main strength is the organisation of the teaching programme in that there is a system all teachers follow including the semester programme.
- A great strength of the school is exam preparation and management of the exam sessions.
- Students receive personal attention from their teacher, Dos and Director.
- Students report that progress testing is particularly effective and helps them measure their progress.
- The way tests are created is particularly helpful for teachers and tests all material covered in the course.
- The complaints procedure has the learner's interests at the fore, is quick and efficient.

In survey of clients:

- 100% reported that the professionalism and expertise of their teachers is great
- 99% reported that they are learning and progressing either OK or very well
- 97% reported that they are helped to improve with assessments and tests

### Staff Experience

Strengths of IH Podgorica in providing a great working environment for its staff were found to be:

- The regularity of the CPD meetings with compulsory attendance enriches the educational input of the teaching and hence beneficial for the students.
- Teachers report that observations have had a positive impact on helping them improve and peer observations happen and are reported as valuable
- Permanent teachers and freelance teachers are treated with the same respect for their involvement in the school and for their continual professional development

In a survey of staff:

- 100% thought they worked in a good, safe environment.
- 100% of Teachers all thought they benefitted from regular teacher professional development
- 100% thought that they were treated fairly and equally.

***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.