

IH Porto

20-22nd March 2018

IH Porto was inspected through a combination of meetings with students, staff, lesson observations, and meetings with managers. Highlights are summarised below. The next inspection of the school is scheduled for 2021.

Client Experience

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

- The school has clearly designed syllabi to promote learner progress and to lead to courses that prepare the clients for Cambridge main suite exams.
- The resources available to aid learner preparation for Cambridge assessment English exams are very good.
- All procedures for young learner wellbeing and safety are very well-documented and available in Portuguese for parents; clearly this is an area taken very seriously
- The comprehensive student record systems demonstrates the personal interest that the managers show in each individual student and their progress
- The Portuguese Education Ministry's recognition of IH Porto with DGERT accreditation is of great prestige
- Teenage students were clearly very proud of the progress they were making, and commented on the fact that they really liked the teachers and the variety of activities and the fact that they spoke so much English in the classes.
- All of the assessment procedures are transparent, with parents having online access to their children's progress, and with well-detailed, personalised reports produced twice yearly.

In survey of clients:

- 97% reported that they are learning and progressing either OK or very well.
- 99% reported that the information they have been given is either very useful or good.
- 100% reported that the professionalism and expertise of their teachers is great or good
- 100% of students are treated fairly and equally.

Staff Experience

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

- The induction booklet and advice is very comprehensive, helping new teachers acclimatise to the school, the students and life in Porto.
- The appraisal documents are very detailed and provide plenty of opportunities for praise and action points for the teaching staff.
- Teachers mention their appreciation of the live streamed facebook teacher development sessions, allowing access for all staff even if they can't be present at the school.
- The Academic Manger is clearly very competent in her role, providing support and guidance to all the teaching staff, allowing for their professional development.

In survey of staff:

- 100% reported that they have a great, or good working environment
- 100% reported that the feedback they have is useful
- 100% report that they benefit from regular teacher development sessions

The IH Client Promise and the IH Staff Promise are presented below.

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.