

## IH Riga 7-10th March 2018

IH Riga 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 Riga in providing a great client experience were found to be:

- The attitude and approach of the teachers creates a great learning environment and sets the tone for the whole school.
- The school has an excellent language lab with 10 work stations all equipped with headphones which teachers use with classes.
- Students and parents reported how happy they were with the school in general and particularly with the teachers and the progress being made.
- Many teachers have specialist qualifications in teaching young learners and very young learners.
- There is a regular and varied social program for kids, teens and adults with events being well-attended and popular.
- Students, staff and teachers all mentioned how much they liked having a varied teaching team.

In survey of clients:

- 85% reported that they are learning and progressing either OK or very well
- 100% reported that they had opportunities to give feedback to the school regarding their learning
- 89% reported that the professionalism and expertise of their teachers is great

### Staff Experience

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

- The school is located in a private building that is kept clean and in good working order creating a very nice working environment.
- Staff regularly receive feedback on their performance, both formally and informally, and have the opportunity to attend courses and workshops related to their area of work.
- There is a very comprehensive Teacher Development program – with regular observations and input sessions covering many different areas - including for modern languages.

In survey of staff:

- All reported that they work in a good, safe environment
- All reported that they were given professional feedback on their job performance
- All reported that they had helpful knowledgeable managers

***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.