

IH Lima 5-6th March 2018

IH Lima 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 2020.

Client Experience

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

- In the observed teaching, all teachers were very much engaged with students on a human level and were responsive to their emergent needs in the classroom throughout the lesson.
- The fact that the school is responsive to the client's wishes with regard to formal testing; the amount of detail and information the reports contain; their frequency along with the way in which clients are consulted after the 1st and 8th lessons are all strong areas which show a real interest in the customer and their progress.
- There is a great deal of evidence of diversity amongst the Ih Lima staff. There are staff from a wide range of ethnic backgrounds, both genders, and different age groups. The clients reflect the mixed ethnicity which is usual in Peru. This diversity is a definite strength. It gives the school an international atmosphere. The philosophy of being completely inclusive runs through the school.

Staff Experience

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

- This may seem a small point, but supplying free tea and coffee to all members of staff and clients is much appreciated has a quite beneficial effect on the morale in the school.
- The personalised CDP which the DoS is implementing with teachers is a very definite strength.

In a survey of staff, nearly every question was answered 100% positively.

- 100% of staff reported that their working environment was great.
- All staff reported that their managers were knowledgeable and helpful.
- All staff reported that they were treated fairly and equally.
- All staff reported that they were given good feedback on their professional progress.

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.