

IH Vilnius - Soros **15th – 19th October 2018**

IH Vilnius-Soros was inspected through a combination of meetings with students, staff, lesson observations, and meetings with managers. Highlights are summarised below. The next International House inspection is scheduled for 2021.

Client and Staff Experience

Particular strengths of IH Vilnius-Soros in providing a great experience for its clients and staff were:

- *The website and noticeboards provide very clear information in accessible ways for clients and students.*
- *Young learners receive regular progress reports, with sections to record problems encountered and solutions experimented with.*
- *There is a multinational feeling in the school, helped by the staff and student mix and also by some of the project work on display in the corridors.*
- *The premises are of a high standard and very conveniently located. The reception area creates a very good first impression.*
- *The intranet is a particularly useful source of reference for teachers, old and new, and the paperwork for ensuring new teachers settle into the culture of the school seems more than appropriate.*
- *Topics for teachers continuing professional development sessions are based on requests and observed needs.*
- *Written feedback of teacher observations is detailed and helpful and observations can be focused on teacher requests. The peer observation programme is managed and monitored effectively.*
- *The intranet and the weekly newsletter are both very valuable parts of the school's internal communication and educational management.*

In survey of staff:

- 100% reported that their working environment was great or OK
- 100% reported that their managers gave helpful advice and support
- 100% reported that they benefitted from regular teacher development sessions
- 100% reported 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.