LSI PORTSMOUTH International House
Portsmouth

Quality Assurance Policy

LSI / IH Portsmouth's mission is to be the best English language school we can be and to give our students the best experience they can have in every aspect of their stay while they are at LSI / IH Portsmouth. We strive to be the best in all we do.

At LSI / IH Portsmouth, we are very much focused on best practice and on striving to make our students' experience the best it can be. We encourage our staff to constantly reflect on what they do and to be constantly seeking ways to make things even better for our students. Some ways in which we do that are as follows:

1. Annual Organisation Quality plan – Outlines where LSI / IH Portsmouth is going and what LSI / IH Portsmouth hopes to achieve in the coming months both in terms of academic plans and plans for renovations and general improvements. The plan is SMART, measurable and vital in ensuring continued improvement to our service. Updates for previous plans are also stated. Operations keeps copies of these.

2. Weekly Teachers' Meetings – Staff are given information about what is going on in the school, any improvements that are being made, asked for their input and suggestions and asked if they need to report any maintenance issues with their classrooms. We also have suggestions boxes in the Teachers' Room where we invite staff to tell us about their suggestions for the school. Feedback is then given in subsequent meetings and if possible, suggestions put in place. Operations keeps all suggestions and action taken.

3. Weekly Management/Admin Staff Meetings – All leaving students are discussed to check they were happy with the course. New students arriving are also discussed and anything we might need to know (allergies, medical needs etc.) are made known. The weekly meeting is also a useful forum for interdepartmental discussion and open, honest communication and idea sharing is encouraged.

4. Regular training sessions and teacher observations – in-house teacher workshops and training days for admin staff (English UK, Study UK, IH). Whenever possible, LSI / IH Portsmouth will fully support and encourage staff who are considering taking some kind of training in order to upgrade their qualifications or knowledge. For teachers, this may be taking the DELTA Diploma course or the MA Applied Linguistics & TEFL. For senior staff and non-academic staff this maybe the DELTM course or specific training days for welfare or immigration, for example. Professional Development works from both sides with staff encouraged to approach the Principal with training sessions that they would like to take and also the Principal approaching selected staff with training he thinks would be beneficial. A full list of professional development for admin staff is kept by Operations and teacher training kept by the DOSs.

5. Quality Assurance within our accommodation and regular homestay visits – LSI / IH Portsmouth's Accommodation Manager is responsible for assuring the quality of our homestay providers. All potential homestay providers must be visited first to assure our standards are met, and all homestay providers are systematically reviewed in order to ensure ongoing quality. If any complaint is received, this is always be followed up by the Accommodation Manager.

6. Regular tutorials with all students (at least fortnightly) to see how they are doing in terms of academic progress and satisfaction, ambitions and needs, welfare and accommodation. For non-executive students we have an electronic tutorial system; the data collected is visible on our database. Collecting tutorials both electronically and via face-to-face methods allow us to facilitate a quicker and more effective response to student feedback.

7. Systematic recording and review of feedback from students - a regularly updated database of our feedback helps us monitor how things are going and identify areas where we need to improve.   The students give feedback for teaching/learning, school building, social programme, accommodation and admin staff, as well as providing feedback for their overall opinion of the school. On receipt of completed student feedback, all relevant staff members sign it off and make comments on any action taken/ required. There is also a suggestions box for students to use if they have feedback for us placed in the student lounge.

8. As a member of International House World Organisation (IHWO), a well-respected network of quality-focussed schools, we adhere to the International House quality standards, based around the **IH Client and IH Staff** Promises. These documents are succinct and customer-focused, and explain how IH schools help students achieve their learning goals. As part of the IHWO network we are able to share best practice and ideas with other schools, as well as working collaboratively with other schools on projects focussed on providing students with a successful, engaging and enjoyable learning experience.

9. We take inspections seriously at LSI / IH Portsmouth, and view the output of inspection reports, and the recommendations they include, as absolutely vital to the ongoing improvement of our service. We study the British Council Accreditation and Inspection report, IH inspection report, ISI inspection report and IALC inspection report and discuss how we can put actionable plans in place, engaging with the valuable commentary on school processes that they provide, as part as our commitment to enhancing quality across our operations.

10. Even though we know from our students' feedback we are doing a very good job and keeping our students very happy, we are always trying to do better. We are all dedicated to working together to maximise student satisfaction.

LSI / IH Portsmouth has a clear complaints policy for students which is displayed in classrooms and communal areas outlining what they should do and who they should speak to if they have an issue. If LSI / IH Portsmouth cannot find an agreeable solution to a student's complaint, we inform students that they can contact English UK. We always hope to resolve all problems as early as possible and during the welcome talks we encourage students to tell us if they have a problem. Regular tutorials also help with this.