

## Client Charter

- C1** IH schools are committed to providing opportunities for language study in a learning environment of high quality and within a clearly organised curriculum framework.
- C2** IH schools strive to ensure the total accuracy and truth of all information and publicity, with regard to enrolment, course fees, services, exams, and the rights of each party, according to the course terms, in the event of withdrawal or exclusion.
- C3** IH schools undertake not to discriminate in any way against clients on grounds of gender, race, disability, sexual orientation, age or religion. Where appropriate, however, mother tongue quotas may be applied for educational reasons.
- C4** IH schools will take all reasonable steps to ensure the welfare and safety of their clients on school premises. IH schools will work towards making provision for disabled clients.
- C5** IH schools that provide language learning services to clients under the age of 18 shall:
- adhere to the relevant laws and guidelines of their country;
  - establish, document and regularly review internal policies;
  - provide teachers with specific training.
- C6** IH schools should have and make known to clients a clearly specified procedure for dealing with clients' complaints and grievances and for dealing with indiscipline, should it arise.
- C7** Clients should have regular opportunities to give feedback on their course, and on school services, during and at the end of their course. IH schools analyse client feedback and record action taken as a result of feedback to ensure continuous improvement.
- C8** The language programs provided by IH schools are inspected regularly by IH inspection visitors.
- C9** **All IH schools are committed to providing their clients with:**
- C9.1** A well organised range of courses and educational support services aimed at meeting the learning needs of clients;
- C9.2** Efficient administration and customer services;
- C9.3** Classrooms, facilities and resources of a good standard and suitable for language learning;
- C9.4** For general courses, a maximum class size of 16, unless previously specifically agreed otherwise with IHWO in writing;
- C9.5** Needs analysis and accurate, reliable placement-testing to determine the client's objectives and level of language competence;
- C9.6** A structured course of studies that is divided into levels, according to the IH level scale and/or CEFR;
- C9.7** High quality and effective teaching delivered by qualified and competent teachers. Teaching is regularly observed to ensure quality;
- C9.8** Opportunities for obtaining information and advice about his/her course of studies;
- C9.9** Appropriate, regular evaluations, reports and end-of-course assessment procedures that are conducted ethically and responsibly;
- C9.10** Certificates of attainment that contain accurate statements of fact and that reference the IH levels and/or CEFR. If such certification is based on examinations or tests, all IH schools undertake to ensure that these are valid and are soundly administered.
- C10** IH schools must display this Client Charter in a prominent position visible to staff, clients and the general public.



## Staff Charter

- S1** All IH schools take all reasonable steps to provide employment in accordance with local and national laws. All IH schools provide fair terms and conditions in the following areas:
- salary;
  - length of contract;
  - working hours and teaching hours per week;
  - paid holiday entitlement;
  - sickness, maternity, family and compassionate leave;
  - pension and severance pay arrangements (where relevant);
  - unpaid leave of absence.
- S2** IH schools should provide all employees with a written statement of their employment within 15 days of the beginning, signed by both parties, which clearly specifies the terms and conditions of employment, the main responsibilities of the post and the company's disciplinary and grievance procedures.
- S3** In addition to the above, terms and conditions for contracted academic staff shall comply with the following:
- a maximum teaching load of 1200 hours per year, or 120 hours in any four-week period;
  - a minimum paid annual holiday entitlement of 20 working-days (local exceptions agreed with IHWO will be included in individual school affiliation agreements);
  - a minimum sick-pay entitlement of 10 days per year, on production of medical certificates;
- A pro-rated provision of the above shall apply for part-time, temporary or vacation centre teachers. Freelance teachers should be treated fairly and reasonably.
- S4** Staff are provided, where necessary, with arrangements for travel and relocation and with all necessary guidance and assistance with accommodation, visas, registration and other formalities required by government or local authorities.
- S5** IH schools provide staff with appropriate workspace and the facilities for them to carry out their duties effectively.
- S6** IH schools shall ensure that all their staff have a job description and the appropriate experience and training to fulfil their duties as defined in their job description.
- S7** IH schools identify individual staff training needs through regular evaluation of performance and provide relevant opportunities for training and development within and outside working hours.
- S8** IH schools will use all reasonable efforts to ensure that adequate arrangements are provided for the welfare, health, insurance and safety of all employees.
- S9** IH schools undertake not to discriminate in any way against staff on grounds of gender, race, disability, sexual orientation, age or religion.
- S10** IH schools undertake to keep staff informed about the status and ownership of the school, and the organisations and associations it belongs to.



## Teacher Charter

- T1** IH schools employ as teachers, whether full-time or part-time, only those whose professional training and qualifications meet IHWO requirements.
- T2** IH schools employ an Academic Manager (or Director of Studies) on a full-time or part-time basis, as appropriate to the size of the establishment, to be responsible for teaching standards and for the administration and supervision of the teaching programme.
- T3** Academic Managers are available and accessible to teachers during normal working hours for consultation or advice on any matter relating to their duties.
- T4** IH teachers must be regularly observed by the school's senior educational staff and colleagues for the purposes of teacher development and training.
- T5** In-house teacher development programmes will be available to all teachers and designed based on needs identified during observations, appraisals and teacher input.
- T6** IH schools hold teacher development meetings or seminars at least once a month and all teachers are expected to attend.
- T7** IH Teachers are expected to:
- invest time in their own professional development
  - attend teacher development meetings
  - participate in school social events and activities.
  - submit to observations by colleagues, academic management, trainee teachers and inspectors
- T8** IH schools must display this charter so that it may be read by all educational staff.



## Organisational Management

- OM1** IH schools' advertising, website, promotional materials and course information follow national advertising standards, are factual and give a clear and truthful account of their courses and other activities. All prices mentioned in advertising and other information specify clearly which services and goods are included in the price and which are available at additional cost.
- OM2** Before enrolling a client, all IH schools provide clients or their representatives with clear information on the nature of and rationale behind the course. In addition, full and clear information is provided on:
- exact minimum course length and dates;
  - number of hours taught, and of hours for other activities;
  - dates of closure and holidays;
  - placement procedures;
  - size and makeup of groups, including age restrictions and any quotas of clients sharing the same mother tongue that may apply;
  - any use of real classes for teaching practice purposes;
  - assessment procedures, reporting, and certification.
  - the cost of tuition and of other services and materials
  - the conditions of enrolment between the affiliate school/institution and the client, and the rights of each party, according to the agreement, in the event of withdrawal or exclusion
- OM3** IH schools shall operate legally, ethically and in full compliance with all national laws and professional standards.
- OM4** IH schools shall have efficient and effective administrative processes and systems for data management.
- OM5** IH school owners shall ensure that premises are fit for purpose, safe, clean and in good repair.





## **Study Abroad**

### **SA1 Qualifications**

All teachers shall be properly trained. This means taking a course that IHWO officially recognises as equivalent to the CELTA. This applies to teachers of all languages.

### **SA2 Clients under the age of 18**

In the case of clients under the age of 18 on full-time or residential courses:

- clear information will be provided about supervision arrangements and the qualifications of supervisory staff. This will be communicated to parents.
- teachers and supervisory staff will be vetted appropriately, trained and will receive relevant guidance.

### **SA3 Levels**

All schools offering courses to individual clients must be able to offer classes of at least 4 levels of ability. If the course offered is a year-round programme, this means that at least 4 levels should be available all year round; if it is a summer course, then 4 levels should be available throughout the summer.  
Exception: special, closed groups of clients who have the same level, or schools that only offer 1:1 teaching.

### **SA4 Facilities**

Study Abroad schools shall offer suitable facilities for clients including a well-resourced self-study centre that clients can use after class.

### **SA5 Accommodation**

Schools must be able to offer appropriate accommodation services to clients. Accommodation offered must be in full compliance with national laws with regards to client welfare, health and safety. Premises must be of a high standard.

### **SA6 Social Programme**

Schools must also organise an optional programme of extra-curricular learning, cultural and social activities including guided visits and excursions to places of interest in and around the school's location.

