

## International House Quality Standards

### 4 The International House Organisational Charter

**No Standard**

- 4.1 All IH schools' advertising, promotional materials and course information follow national advertising standards, are factual and give a clear and truthful account of their courses and other activities.
- 4.2 Before enrolling a student, all IH schools provide students or their representatives with clear information on the nature of and rationale behind the course. In addition, clear information is provided on:
- a. exact minimum course length and dates;
  - b. number of hours taught, and of hours for other activities;
  - c. dates of closure and holidays;
  - d. placement procedures;
  - e. size and makeup of groups, including age restrictions and any quotas of students sharing the same mother tongue that may apply
  - f. any use of real classes for teaching practice purposes;
  - g. assessment procedures, reporting, and certification.
- 4.3 Before enrolling a student, all IH schools undertake to provide students or their representatives with full and clear details concerning the conditions of enrolment between the affiliate school/institution and the student, including exact course fees, and the rights of each party, in the event of withdrawal or exclusion.
- 4.4 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. The cost of fees for public examinations where courses aim to prepare students for these should be specified. Any additional taxes that may be payable are also specified.
- 4.5 Diplomas and certificates of any kind signed or issued for any purpose by all IH schools contain accurate statements of fact. If such certification is based on examinations or tests, all IH schools undertake to ensure that these are valid and soundly administered.
- 4.6 In the case of students or pupils 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.
- 4.7 All IH schools display the International House name and logo clearly, openly and at least as prominently as any other name or logo in all brochures, publicity, and advertising for the educational services covered by this Agreement, and include in all such publicity the words Member of the International House World Organisation (in English).
- 4.8 All IH schools ensure that the IH logo conforms to the standard set by IHWO in terms of shape, proportion and font.
- 4.9 All IH schools agree not to use the name International House or the IH logo in connection with any operations or activities which have not been inspected and approved in consultation with the IHWO Board.
- 4.10 All IH schools display the International House Code of Conduct and IH Charters in a prominent position visible to students, clients, and the general public.
- 4.11 All IH schools send one nominated representative to the annual Directors' Conference and to send at least one educational member of staff to the annual Education Conference.
- 4.12 All IH schools respond promptly to all correspondence or other communications from IHWO or from other IH schools, and provide information about the school and its activities when requested by IHWO.

