

# International House Quality Standards

## 1 The International House Student Charter

- | <b>No.</b> | <b>Standard</b>  |
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| 1.1        | All IH schools are committed to providing opportunities for language study in a teaching/learning environment of high quality and within a clearly organised curriculum framework.   |
| 1.2        | All IH schools undertake not to discriminate in any way against students on grounds of gender, race, disability, sexual orientation, age or religion. Where appropriate, however, mother tongue quotas may be applied for educational reasons.   |
| 1.3        | All IH schools accept a responsibility to take all reasonable steps to ensure the welfare and safety of their students while they are on school premises. In addition, all IH schools agree to work towards making provision for students with disabilities.   |
| 1.4        | All IH schools have and make known to students a clearly specified procedure for dealing with students' complaints and grievances, and for dealing with indiscipline, should it arise. When necessary, grievances are referred to the IHWO Board.  |
| 1.5        | <b>All IH schools guarantee to their students the following educational standards:</b>   |
| 1.5.1      | High teaching and educational standards. The school's classrooms, facilities, and resources are of an acceptable standard and adequate for their purposes.   |
| 1.5.2      | Professional conduct and integrity   |
| 1.5.3      | Regular independent inspections to maintain standards<br>All IH schools submit all language teaching courses and services to regular inspections and advisory visits by IH inspectors.   |
| 1.5.4      | total accuracy and veracity of all information and publicity, including:<br>a stipulated number of taught hours per course<br>a stipulated maximum number of students per group<br>a specified age-range for courses<br>a clear description of the cost of tuition and of other services and materials |
| 1.5.5      | efficient administration and customer services   |
| 1.5.6      | suitable premises and facilities for language learning.  |
| 1.5.7      | accurate placement-testing to determine the student's level of language competence   |
| 1.5.8      | a structured course of studies that is divided into levels, according to the IH level scale. All IH schools provide an efficiently organised range of courses and educational support services appropriate to the learning needs of the students.  |
| 1.5.9      | appropriate and effective teaching methods   |
| 1.5.10     | appropriate, regular assessments, reports and end-of-course assessment procedures leading to an IH Certificate of attainment   |
| 1.5.11     | experienced and competent teachers working under the supervision of an appropriately qualified Director of Studies   |
| 1.5.12     | regular observation of the teaching activity by the DOS  |
| 1.5.13     | opportunities for obtaining information and advice about his/her course of studies.  |

