

## 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.
- 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. 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 make the IH Client Promise available to all clients (on posters, on the website, by e-mail etc).

