

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.

