



General Policies

2023-24

International House Newcastle

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Mission Statement, Vision and Values

Through language training we aim to develop communication and understanding between people across the world. Learning a language means learning to see the world from other people's perspectives - a genuine route to international understanding.

Mission Statement

“Ensuring every student has a quality learning experience in a stimulating and friendly atmosphere.”

Our Vision

- Through language training we aim to develop communication and understanding between people across the world. Learning a language means learning to see the world from other people's perspectives - a genuine route to international understanding.
- Through developing organisational integrity and personality, International House Newcastle aims to become one of the most trusted providers of language training and teacher development services in the world.
- To achieve this trust, every team member of the organisation has to represent the same core values of competence, empathy and respect for all our clients.

School Values

- Provide the best possible quality of service in language education, accommodation, student welfare and social programme services
- Be professional, welcoming, attentive and responsive in all dealings with colleagues and clients
- Maintain high standards of professional and business practice
- Show value and respect for all school partners such as; agents, parents and homestay hosts
- Empathy - Show values of responsibility with freedom of expression, tolerance and understanding for host and other cultures
- Provide a secure and safe environment for work, study and relaxation
- Develop the team through ambitious opportunities for training and development
- Provide excellent value for money while maintaining the commercial viability of the school
- Enhance the reputation of International House, Equals, IALC, English UK, and English language provision in the UK

Accreditations

The British Council Accreditation Scheme

The [British Council](#) is the UK's international organisation for cultural relations and educational opportunities. In June 2014, *International House Newcastle* was inspected by the *British Council*, and received one of the highest grades in the UK with 11 points of strength noted.

English UK

[English UK](#) is the national association of accredited English Language centres, and the world's leading language teaching association. *International House Newcastle* is an [English UK member](#).

UK Home Office

International House Newcastle is recognised by the [UK Home Office](#) as sponsor for Student Visa (Tier 4 visa) purposes. Sponsor Licence No: **5P2D6T558**

Independent Schools Inspectorate (ISI)

The *Independent Schools Inspectorate* [ISI](#) is a government approved inspectorate which inspects private further education colleges and English language schools on behalf of the UK Home Office. The *Independent Schools Inspectorate* recently visited the school, and after a rigorous inspection they awarded us maximum points of excellence.

Eaquals

[Eaquals](#) (*Evaluation & Accreditation of Quality in Language Services*) is an international association of institutions and organisations involved in language education. Its aim is to promote and guarantee high quality in language teaching and learning. To achieve this aim, *Eaquals* has created and published a demanding set of criteria to verify the quality offered by its Accredited Members.

International House World Organisation

[International House Newcastle](#) is a part of the [International House World Organisation](#), which is committed to excellence in language teaching and teacher training. Our family of schools is truly global, with 160 private and independently owned schools spanning 52 countries. Each has its own unique flavour, but all are inspired by one common aim: the very highest standards in language education.

The charters and standards that *International House Newcastle* is committed to working in accordance with may be accessed from the main website of the accreditation providers, and can be found in the Appendix section of this document.

Accommodation

Homestay

During your studies in the *International House Newcastle* can provide you with comfortable homestay accommodation with friendly, English-speaking hosts. The carefully selected hosts are welcoming and caring and you are sure to feel comfortable and at home with them.

It is a great opportunity to improve your English and understanding of British culture and make lasting friendships.

A homestay will provide a single bedroom with study desk, chair, lamp and wardrobe.

A homestay will provide meals.

Breakfast: A typical breakfast in England (Hot beverages, cereal and toast).

Dinner: A usual English dinner. This will be meat or fish or a vegetarian alternative, potatoes, pasta or rice and fresh vegetables.

Lunch: You will be provided with lunch on Saturdays and Sundays.

Snacks: Homestays do not provide snacks (But will do for a packed lunch on the weekends)

- If you do not eat at the same time as the homestay, you may have to prepare food yourself.
- Please let your host family know if you are not going eat meals with them in advance.
- The people in the family will speak to you in English but they are not your English teacher. Please don't expect them to teach you.
- Your clothes will be washed or your host will show you how to use the washing machine.
- Your host is not required to iron your clothes.
- You will be provided with clean towels and bed sheets.
- You will be expected to keep your bedroom clean and follow the rules of the house.
- You might wish to join your homestay family for activities outside of class.

Homestays are located in areas all around Newcastle. Sometimes you will need to use public transport to get to school. Most homestays are 10-30 minutes bus/Metro ride away from school. You can get discounts on transport in Newcastle if you are a student. There are some host families within walking distance of the school.

We will send you information about your homestay before you arrive. We expect all students under 18 to stay in homestay unless accompanied by parents or guardians. A parental consent form will need to be signed by parents or guardians for all younger learners studying at the school.

ALL host families who have under-18 students staying with them have enhanced security checks carried out and the school has a record of the appropriate clearance documentation.

Moving Out of Homestay Accommodation

- You can leave the accommodation if you tell *International House Newcastle* about the departure *at least one week in advance*.
- If you want to extend or change your homestay booking, you must make arrangements with the accommodation team SEVEN DAYS before your current accommodation booking is due to end, otherwise a late payment fee of £25 will be charged.
- By accepting a place with a homestay you understand the above rules and conditions and agree to follow them.

Student apartments

The accommodation at student apartments is available only to students 18 years of age and over.

We will do our best to ensure our students enjoy living in student apartments, but queries or concerns should be directed first to the Management Team for the student apartment, and not to Reception at school.

Please check the school's website for booking terms and prices.

[Student Accommodation | International House Newcastle \(ihnewcastle.com\)](https://ihnewcastle.com)

Admissions policy

All applications are dealt with on a case-by-case basis. Applications are accepted via post, email, the school website or in person. All students must complete the application and payment process, which may include a level test where appropriate. (Students who have financial sponsorship, e.g., from their government, must have financial guarantee documents submitted to the school before classes can start.)

The school's policy is to provide an efficient, helpful and courteous service to students and their representatives, and this imperative is reflected in the numbers of administrative staff employed to ensure vital business processes are carried out smoothly.

The school may refuse to accept a student if we feel that we cannot meet the needs of the student on medical or disability grounds. The school may refuse to accept a student if we feel we cannot meet their needs, for example if the student's level is not high enough for entry into the Business or academic English classes.

Visa applications

The school may refuse to accept a student if we suspect that there is any risk that the student will not comply with the requirements of their visa status or will pose a risk to the integrity of the UK Border. The school may refuse an application if there is suspicion that documents presented to support a visa application are not authentic.

The current acceptance regulations for Short-term study can be found on the UK Home Office's website:

[Study English in the UK \(Short-term study visa\): Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/visas/short-term-study-visa)

The current acceptance regulations for Student Visa (formerly Tier 4 visa) study can be found on the UK Home Office's website:

[Student visa : Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/student-visa-overview)

Alcohol

Alcohol may not be drunk on school premises by staff or students except where special arrangements have been made in connection with the school's evening social programme.

Attendance policy

International House Newcastle expects all students to attend all classes. The reasons for this are:

- Regular attendance is the best way to make progress.
- Classes often follow a progressive pattern with revision/ review from previous lessons.
- Regular attendance is essential for visa students. (If students miss classes without good reason, the UK Home Office may cancel your visa and you will have to leave the UK.)

Tier 4 visa students must not miss more than 3 consecutive days of study without authorisation from the school. Persistent unauthorised absence may lead to the school's withdrawing your Student Visa (Tier 4) Sponsorship, and your right to remain in the UK will end.

The following reasons for absence can be accepted as 'authorised absences':

- illness (a doctor's note must be provided)
- doctor, hospital, dentist appointments if they cannot be scheduled out of class time
- appointments at universities or schools
- family illness or emergency

If you cannot attend your class, you must contact the school by phone or by email so that your teacher can be informed. The *International House Newcastle* school number is: 0191 2329551
info@ihnewcastle.com

Cancelling a course before arrival at school

The school aims to be fair with its cancellation policy. If the school is notified of cancellation 28 days or more before the course start date, full fees (excluding the administration, visa and courier fees, if applicable) will be refunded by *International House*.

We strongly recommend that students take out insurance to cover fees and all costs in case of cancellation with less than 28 days' notice or in the event of leaving a course early. Student insurance policies will generally cover fees if a student has to go home early for a medical or other serious reason.

Students with Visas

Visa students who cancel a course because of a visa refusal must send documentary evidence from the relevant embassy before any refund can be considered. Once *International House Newcastle* has received all the pages of the visa refusal letter including the last page with the signature of the ECO, the date and the reason for the refusal, all fees will be refunded, minus any outstanding accommodation or courier post fees and the CAS Fee for Student Visa (Tier 4) students. Students are strongly advised to only book accommodation and flights after successfully obtaining a visa to enter the UK.

Classes

Our general class size is 12 students maximum – 8 students average. (Class sizes for junior courses can be up to 15 students.)

Complaints policy

International House Newcastle takes all feedback and complaints seriously and will follow standard school procedures for dealing with complaints.

We will respond to your feedback and any complaints you may have promptly and courteously, and communicate our response to your suggestions. We treat all complaints seriously and will deal with complaints quickly.

If you are unhappy with any aspect of your education you should speak to your teacher first. If you feel that you cannot speak to your teacher, please talk to the Academic Co-ordinator. If you are not satisfied with the response you may address your complaint to the Academic Director, or alternatively, we will tell you how you can complain to [International House World Organisation](#) or any of the school's inspecting organisations, such as [English UK](#), the [British Council](#), [Equality](#), [Independent Schools Inspectorate \(ISI\)](#).

Complaints Procedure

*If you have an **academic problem** or complaint, then:*

1. Speak to your **teacher**

If you still have a problem, then:

2. Speak to the **Academic Director**

If you still have a problem, then:

3. Speak to the **Managing Director**

If your problem is still not resolved, then:

4. You can contact **International House World Organisation** (www.ihworld.com)

If you have an **accommodation, welfare or administration problem**, then:

1. Speak to the **Reception staff**

If you still have a problem, then:

2. Speak to **Communications & Compliance**

If you still have a problem, then:

3. Speak to one of the **School's directors**

If your problem is still not resolved, then:

4. You can contact **any of the school's inspection organisations**: [International House World Organisation](#), [English UK](#), [British Council](#), [Eaquals](#), [Independent Schools Inspectorate \(ISI\)](#).

A complaint form can be downloaded from the school's website:

<https://www.ihnewcastle.com/important-information>

Computer usage policy

All staff and students of *International House Newcastle* using the computing facilities at this school agree to abide by these policy guidelines. The school has taken and will continue to take all reasonable precautions to ensure that students access only material appropriate to the school environment. However, it is not possible to guarantee that a student will never come across unsuitable material while using a school networked computer. The school cannot accept liability if such material is accessed, nor for any consequences resulting from internet access.

All students, except for those under 18 years of age, may have some unsupervised access to computers for independent research and study, although work on school computers is usually in monitored classes. All reasonable precautions to ensure that students only access appropriate

material have been taken. If students encounter inappropriate material, they should report the incident to the nearest teacher.

All agree to the following:

- Not accessing any material that is not appropriate to the school's environment – e.g. pornography, websites promoting extremist views that incite hatred or violence etc.
- Not to download any programmes or software from either the internet or external hard drive or memory stick onto the school's computers
- Not engaging in harassing, defaming or other anti-social behaviours on-line
- Not creating or transmitting any offensive, obscene or indecent images, data or other material in any form
- Not using the network to attack or gain unauthorised access to other network, computer systems or data
- Not transmitting unsolicited bulk email (spam)
- Not infringing the copyright of another person or organisation
- The use of personal laptops on the network is not permitted without authorisation from one of the school's directors.

The school expects all staff and students to abide by the principles outlined above when using any of the *IH Hub* discussion forums. We believe that the dignity of all students and staff must be respected, and that staff and students should be courteous and considerate toward everyone. All those working or studying here have a responsibility to establish and maintain an online environment free from any form of bullying or harassment. *(Please also see the school's 'Personal harassment and bullying policy'.)*

The school is not responsible for any content or information accessed via a 4G/5G data connection i.e. a data connection via a cellular network provider. The school cannot take responsibility for the personal electronic devices (mobile phones, tablets, laptop computers etc.) belonging to students under 18 years of age – the responsibility falls to the parents/guardians to ensure that such devices have content filters applied, appropriate to the child's age, before arrival at school.

Under no circumstances should personal data be stored on local hard disk drives of computers that multiple users have access to, or any programmes/software downloaded either from the internet or from external hard drives/memory sticks.

No external drives are to be plugged into any school computers (e.g. USB memory sticks), as doing this exposes the school to data loss, malware attacks, and security breaches.

Antivirus software is installed on all school machines and is updated when the device is either connected to the network or connected to the internet. If any user suspects that their machine has been infected with a virus or malware, they are to contact *Newcastle ICT Services* via the school's Reception team immediately.

If you break any of the outlined rules you may be expelled from the school with no refund.

Curriculum and syllabus policy – Statement of Educational Purpose

International House seeks to prepare students for the demands of travelling, working and studying in an English language environment. To fulfill this purpose great attention is paid to real-life communication, especially with regards to skills, pronunciation, accuracy and fluency.

IH Newcastle offers courses throughout the year and students can enrol on any Monday. This means that the traditional course-based approach to class progress needs to be adapted and we offer an alternative progression through levels with regular tutorials and tests to determine when our students are able to 'move up' a level. Students from different educational and linguistic backgrounds may make progress at very different speeds

Our classes are linked to the Common European Framework, CEFR, and are designed to accommodate the needs of our learners. Each level has a level descriptor based on the CEFR and a level outline (scheme of work) which details the level aims, the skills, grammar, vocabulary and pronunciation and the activities in class. Large displays in the corridors make clear what will be studied at each level. These are then cross-referenced to the weekly work plans which will be displayed in each classroom.

The Cambridge examination classes, IELTS and Business English have a greater emphasis on exam skills or English for specific business or academic purposes.

Data protection – International House Newcastle

Obtaining personal data

The school is committed to ensuring that the privacy rights are protected. If we ask for certain information to be provided by which a person can be identified when using the website, it will only be used in accordance with the school's data protection policies.

In conjunction with the school's commitment to using personal data in an appropriate way, the school has carried out and updates annually *Data Protection Impact Assessments* (DPIAs) covering all types of personal data accessed by the school.

The General Data Protection Regulation (GDPR) requires International House Newcastle to be careful with how personal information is used and to be able to show that there is lawful basis for this data to be gathered in the first instance. Any personal data that you may be asked to provide on any of *International House Newcastle* websites will be held and processed in accordance with the requirements of the GDPR. Wherever you are asked to submit personal data, such as an e-mail or postal address or a telephone number, you should understand that this information will be held on password protected servers, or in a supervised environment and hard copies of such data will be shredded as soon as possible in accordance with the necessary protocols of *International House Newcastle* administrative and academic functions.

Right of Access and Erasure – If you would like a printed copy of all your personal information held by the school, or want the school to erase all of your information, please write to the Managing Director, Trevor Udberg to arrange this. trevor@ihnewcastle.com

The school is very active on social media because we like to share the good times that our students are having in Newcastle. If you don't want your picture shared in this way, and the school is not already aware of this from your application form, please write to our Customer Service Coordinator, Deivid Flores. deivid@ihnewcastle.com

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.

If you subsequently choose to apply to study at *International House Newcastle*, you are thereby giving your consent for that data to be held and processed for the stated purpose of being enrolled, classed and supervised as a student of the school, including the required data for *IH Hub*.

For the full details of what data is collected, the legal bases for having these records and information on how the information is used, please see the full details on the school's website:

<https://www.ihnewcastle.com/privacy-policy>

Disclosing our students' personal data

International House Newcastle needs to process information about its staff and students for administrative, academic and health and safety reasons in order to operate efficiently. When students register with *International House Newcastle*, they give *International House Newcastle* permission to process data about them. Clients who do not register and give consent to this processing will not be accepted as students.

When you register we ask you to give details for an **Emergency Contact**. This data will be used or disclosed only in case of emergency. Please note that you must ensure that the contact is notified of the disclosure of their details to *International House Newcastle*.

If the whole or part of your programme is undertaken at an institution other than *International House Newcastle*, relevant personal data may be supplied to the institution providing all or part of the programme to enable it to carry out its normal administration. This is especially relevant for clients undertaking internships in third party companies.

If your fees are paid by a third party, such as a parent, spouse, or employer, *International House Newcastle* is unable to disclose any personal data to such third parties without your express permission.

If you are under 18 years of age, you consent to *International House Newcastle* advising your parents or guardians as to the amount and nature of any debts you owe to *International House Newcastle* from time to time, as well as to send progress and attendance reports to them, if they request these.

IH Newcastle will never sell your personal information to other organisations or use it to sell things to you. We will not disclose your personal information to third parties unless we have your permission or are required by law to do so, e.g. the school is required by law to share information externally when situations have an impact in regard to Safeguarding issues and the UK government's PREVENT initiative.

Updating contact details

International House Newcastle will send reminders to all students to keep their personal and emergency contact details up-to-date for reference in case of emergencies (e.g. emergency push notifications), and also so that students can make the most of available school resources via *Teams*. We encourage all students to let us know of any changes to mobile phone, email and UK addresses as soon as possible.

In case of personal data breaches

International House Newcastle will notify the appropriate supervisory authority (*the Information Commissioner's Office*) without delay, and the data breach response plan will be implemented.

Discipline and exclusion policy

We expect all students to deal with members of staff and other students politely and with respect. We also expect students to follow the school rules. Students' behaviour should not cause offence or distress to others in the school based on racial, sexual or religious differences. It is also unacceptable to use abusive behaviour, such as harassment, bullying, actual or threatened violence and damage to personal property. *In serious cases we may expel a student from the school immediately.* If a student's behaviour in school is not acceptable, we will take the following steps:

- We will give the student a verbal warning (we will speak to you about the problem).
- We will give the student a written warning (parents, agents and colleagues may be informed).
- We will give the student a final written warning.
- We will expel the student from school (refunds will not be given in this case).
- In serious cases we may expel the student from the school immediately.

Disruption to international travel or force majeure

International House Newcastle strongly advises students travelling to the UK to purchase student/travel insurance. The policy should cover flight delays for any reason.

International House Newcastle cancellation and postponement policies apply in all cases. In the event of flight delays or force majeure and subsequent course cancellation or postponement, *International House Newcastle* will not normally refund fees.

However, given exceptional circumstances, where a cancellation can be seen to be directly as a result of force majeure, we will look sympathetically at the individual circumstances and may issue a credit for the full amount of the course fees, and assist students to rebook their course at a later

date. In these circumstances, the school will not charge cancellation fees, although accommodation charges may still apply.

In all cases it is the student's responsibility to keep the school informed by email and phone of changes to travel plans.

International House Newcastle takes the safety and welfare of every student very seriously. The school will therefore do its best to limit the distress and inconvenience if a student is forced to make last-minute changes to his or her arrival or departure plans.

If students are unable to leave the UK at the end of their course, the school will assist students in finding temporary accommodation and where possible, existing accommodation arrangements will be extended.

The school has a special obligation to ensure the safety and welfare of students under 18 years of age. The school will offer all assistance in helping these students to book alternative ways of getting home.

Drugs

It is illegal in the UK to possess or supply any recreational drugs covered by the Misuse of Drugs Act (1971). The use of these drugs by any students or staff is not permitted in school, on school-arranged activities or in accommodation arranged by the school. The School will take reasonable steps to seek to ensure that the law is not broken.

Equality and Tolerance

International House Newcastle is committed to providing an environment in which all students and staff are treated fairly, with dignity and respect. We acknowledge the unique contribution that all individuals can make and it is the responsibility of *International House Newcastle* to ensure that no one is treated less favourably in terms of race, gender, age, religion, politics, sexual orientation, disability or any other inappropriate or irrelevant criteria or distinction.

Our Aims

International House Newcastle aims to promote:

- opportunities and access for students and staff with a variety of ambitions and from different circumstances;
- the values of equity, diversity, collegiality and a concern for ethical behaviour and the welfare of the individual and society.

International House Newcastle expects that all clients are aware of and respect our commitment to equal opportunities and diversity. Where our students are undertaking work placements or renting accommodation with homestay providers we expect that they will be working/living in an environment which supports equality and diversity and does not tolerate any form of discrimination. Where such discrimination occurs outside of *International House Newcastle* we will support our students in addressing such forms of inappropriate behaviour.

Student Admission

The criteria for admission do not take account of race, gender, age, disability, religion, sexual orientation, politics or any other criteria or distinction. With regard to students with a disability, we make relevant reasonable adjustments based on professional assessment to support their study needs.

Extremism and PREVENT

ELT organisations have been identified as areas where extremists may expound their views and try to involve others. The following therefore consolidates *International House Newcastle's* approach to potential radicalisation and extremism, in relation to the UK Government's guidelines.

International House Newcastle will promote the values of democracy, the rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs. We encourage students to respect one another and to respect and tolerate difference, especially those of a different faith or no faith. It is the school's most fundamental responsibility to keep our students

safe and equip them for life in a modern multi-cultural society. *International House Newcastle* undertakes to work closely in line with the UK government's guidelines and to cooperate fully with internal and external information sharing policies.

- 1. *IH Newcastle* aims to ensure the school environment is one where everyone feels safe and supported; not allowing display or promotion of inappropriate materials or organisations.**

There is no place for the promotion of extremist views of any kind in our school, whether they are from external agencies or from internal sources – students, staff or homestay. Our students see the school environment as a safe place where controversial issues, if mentioned at all, can be explored safely and where our teachers encourage and facilitate this – the school has a duty to ensure this happens. Relevant training/guidelines is provided for all staff, volunteers and sub-contractors.

- 2. *IH Newcastle* provides strong leadership which clearly states expectations; e.g. respecting others' views and challenging any which don't allow all students/staff to work easily together. There are comprehensive codes of conduct and training arrangements in place to enable staff to monitor and take appropriate actions regarding any concerns.**

As a school we recognise that extremism and exposure to extremist materials and influences can lead to destructive relationships between different communities by promoting division, fear and mistrust of others based on ignorance or prejudice. We recognise that failure to challenge extremist views constitutes a failure to protect our students. We recognise that an ongoing programme of risk assessment reviews and training for staff are vital to the maintaining of the school's standards.

- 3. *IH Newcastle* ensures that students are aware of what the organisation's IT rules are.**

The school is aware that people can be exposed to extremist influences or prejudiced views which emanate from a variety of sources and media, including via the internet, and at times students may themselves reflect or display views that may be discriminatory, prejudiced or extremist, including using derogatory language. *International House* cannot, however, control the use of personal mobile devices.

- 4. *IH Newcastle* ensures that all staff and students will be supported if reporting any concerns (whistle-blowing) in this area.**

Any prejudice, discrimination or extremist views, including derogatory language, displayed by students or staff will always be challenged and where appropriate dealt with in line with our *Discipline and Exclusion Policy* for students and the *Code of Conduct* for staff. Where misconduct by a teacher is proven the matter will be referred to the appropriate authorities. All staff and students are aware of how to report a concern about students or staff.

As part of wider responsibilities school staff will be alert to:

- Disclosures by students of their exposure to the extremist actions, views or materials of others outside of school, such as in their homes or community groups, especially where students have not actively sought these out.
- Graffiti symbols, writing or art work promoting extremist messages or images.
- Students accessing extremist material online, including through social networking sites.
- Parental reports of changes in behaviour, friendship or actions and requests for assistance.
- Students voicing opinions drawn from extremist ideologies and narratives.
- Use of extremist or 'hate' terms to exclude others or incite violence.
- Intolerance of difference, whether secular or religious or, in line with our equalities policy, views based on, but not exclusive to, gender, disability, homophobia, race, colour or culture.
- Attempts to impose extremist views or practices on others.

Further information:

PREVENT is a government strategy to stop people becoming involved in violent extremism or in supporting terrorism. It includes identifying and challenging those holding extremist views. Police forces now have *PREVENT* officers whose work is focused in this area. *International House*

Newcastle's codes of conduct and related school policies are regularly reviewed in relation to this body of advice¹.

Emergency situations

The school has a detailed *School Emergency Management Plan* (SEMP) that all staff are made aware of and have access to the information at all times via the *IH Hub*. This is easily accessible in hard copy from the Academic Director's office or from Reception, and covers guidelines for a number of emergency situations, such as:

- Serious injury to a student or member of staff (e.g. transport accident)
- Significant damage to school property (e.g. fire)
- Criminal activity (e.g. bomb threat)
- Severe weather (e.g. flooding)
- Public health incidents (e.g. influenza pandemic)
- Intruders on the school premises
- The effects of a disaster in the local community.

First Aid and Health Policy

International House Newcastle is committed to providing a safe environment for staff and students.

The School has a number of trained first-aiders who can administer basic first aid treatment. We maintain a ratio of having at least 1 in 10 staff members as first aiders.

¹¹ <https://www.gov.uk/government/publications/2010-to-2015-government-policy-counter-terrorism/2010-to-2015-government-policy-counter-terrorism#appendix-2-prevent>

All students are given new student induction information which includes emergency phone numbers for school and the emergency services. The school recommends that students purchase health cover for the duration of their stay.

International House Newcastle is not responsible for any accident, resulting in loss or damage to students and/or their possessions or for any illness or personal issues that result in the curtailment of the course – private travel and health insurance should cover all eventualities. We recommend that students take out an insurance policy before they travel to the UK.

Health and Safety policy

It is the policy of *International House Newcastle* to give the greatest importance to the safety of its employees, clients and customers, considering this a management function equal to that of any other responsibility.

In the design, construction, operation and maintenance of all equipment and facilities it is the duty of the Directors to do everything possible to prevent personal injuries. To this end, the Directors will provide basic safety training for all employees. It is also part of International House policy to undertake regular discussion of safety and health in staff meetings where appropriate.

It is equally the responsibility of every employee to exercise responsibility and to do everything possible to prevent injury to themselves and others, for example, the prompt reporting of accidents and potential hazards to the recognised authority on health and safety.

Holiday policy for students

International House Newcastle understands that long-term students may wish to take a break from their course, for example, to visit family. The school has scheduled closures throughout the year. Students may take additional time off with the permission of the school with at least two weeks' advance notice.

Long term students – 12 weeks or more – may take one week as holiday for every 3 months studied, if their attendance is above 80% and if their progress will not suffer as a result of taking the holiday. Course fees are not refunded for holiday periods. If two weeks' notice is given, the course will be extended if places are available and if the student's visa remains valid for the extra period.

IH Hub and Teams

The *IH Hub* on Teams has been designed to help both students and staff to make the best use of all available school resources. Students are able to access their class and timetable information, as well as details on the level syllabus, weekly work plans, homework assignments and quizzes. Students are also encouraged to participate in class and school online discussions. Current attendance and progress report information can also be checked via Teams.

The discussion forum also allows students to exchange ideas on other areas affecting school life, such as exams, living in Newcastle and the Social Programme, with input from staff. Any school discussion forums are moderated in line with the standards set out in the school's computer usage policy.

Important announcements – including emergency announcements – can also be sent via Teams.

All enrolled students will be sent personal log-in details for school systems access a week prior to the scheduled course start date, provided we have a valid email address on record for them.

Leaving a course temporarily at short notice

International House Newcastle understands that students may need to take a break from their studies for emergency situations. However, periods of absence due to accident, sickness or other emergencies are non-refundable under any circumstances. Students are strongly advised to take out appropriate student insurance to cover all eventualities. A doctor's note is required to confirm authorised absence.

Leaving policy for students

International House Newcastle understands that some students wish to leave their course earlier than scheduled for a variety of reasons, for example, to join a university pre-session course or return to their home country. The school aims to be flexible but also must manage resources and staffing levels.

We strongly encourage all our students to purchase appropriate student insurance to cover all eventualities.

Students with Visas

Before courses can be shortened the school must see:

- A copy of the return flight ticket before leaving and a scanned copy of the entry stamp to the home country after leaving, or
- A copy of an unconditional offer for a different educational institution with a valid CAS for that institution.

No refund of fees can be made by the school regardless of reason for course curtailment. Students registering for courses at *International House Newcastle* implicitly agree to attend all classes.

Lessons

Each lesson (teaching hour) is 55 minutes long, so there are scheduled break periods that take this into account.

Moving class or level

International House Newcastle understands that students may wish to move class or level for a number of reasons, for example, classes are too easy, too difficult, preference for studying with

friends. The School takes all cases on an individual basis and will assess each case. It may not always be possible to move a student due to timetable preferences. A student who is not happy in his or her class should first speak to the class teacher and who will then consult with a member of the academic management team.

Payments

Payments to International House can be made by bank transfer, by credit or debit card (face-to-face, over the phone and online), in cash or by cheque, as well as via Pay Pal.

Card payments

Clients can book a course and make secure card payments via the IH Newcastle website. This is a safe way to make payments and the website calculates the currency rates that will give the best value to the client. All **online payments** are checked on a daily basis and receipts are written out for allocation reference. Clients who attempt unsuccessfully to book online to make a card payment are also contacted and advised about alternative methods of payment.

Card payments can be made in person using the IH card terminal. Clients are given their copy of the transaction receipt together with the handwritten receipt stating the details of the payment.

Card refunds

In case a refund is made back onto a card, a check is made that the details correspond to the original card from which the payment was made.

Bank transfers

When clients are sent the school bank details, they are advised to use their student ID number and invoice numbers as references as well as add £12 to the total to cover the bank charges. Clients are also advised to email a copy of the payment confirmation to IH Newcastle to facilitate the prompt identification and allocation of transferred fees. All bank transfers are checked and recorded on a

daily basis and receipts are issued only after the funds have reached the IH Newcastle account. Receipts are not issued for bank transfer payments unless requested by the client or unless there is a shortfall of the total amount invoiced. In this case clients are advised to either make an additional bank transfer or pay the remaining outstanding amount either by card or in cash upon their arrival.

Cash and cheque payments

Cheques are to be made out to *International House Newcastle*. All cash payments are made in the presence of at least two members of staff and clients are given a receipt stating the details of the payment.

Personal harassment and bullying policy

We believe that the dignity of all students and staff must be respected. Staff and students should be courteous and considerate towards everyone and the school environment should be welcoming to all. All those working or studying here have a responsibility to establish and maintain an environment (including online environment) free from bullying and harassment. All forms of harassment or bullying are therefore unacceptable. Every student and member of staff is considered to be responsible for his/her own behaviour and for the impact which it has on others.

Personal harassment or bullying is any kind of unwanted, unwelcome or uninvited act which makes the recipient feel uncomfortable, embarrassed, unsafe or frightened. Examples include:

- Suggestive or offensive remarks about physical appearance, gender, colour, ethnicity, sexuality or disability
- Behaviour which excludes, disadvantages or isolates someone
- Being looked at or touched inappropriately, or subjected to any unwanted sexual behaviour
- Sexual images being displayed

- Racist literature, language or behaviour whether in email, text, online discussion on social media or letter

If you experience any type of harassment or bullying, or see this happening to another student, you should immediately:

Speak to your teacher or to Reception staff.

If you are not satisfied with the response speak to one of the school's directors – ask at Reception about this.

When you report an incident, the details will be kept confidential and you can be confident that any incident will be dealt with promptly and effectively.

For any enquiries, please contact the Student Welfare Co-ordinator:

trevor@ihnewcastle.com

When you report instances they will be kept confidential and you can be confident that these will be dealt with promptly and effectively.

Personnel

In line with all current legal and regulatory compliance demands *International House Newcastle* takes a rigorous approach toward recruitment. *IH Newcastle* has a principle of open competition in its approach to recruitment, and will seek to recruit the best candidate for the job based on merit. The school's comprehensive recruitment and selection process ensures the identification of the person best suited to the job and the school.

The school's directors all meet the UK Home Office's 'fit and proper person' criteria, have made an official declaration to that effect, and also hold current enhanced DBS checks.

Safeguarding

All *IH Newcastle* staff are required to undergo an enhanced DBS background check in order to ensure that the demands of the school's safeguarding policies are met. All staff are trained in Basic (formerly known as Level 1) Safeguarding with mandatory annual refresher sessions.

Advanced (Level 2) and DSL (Level 3) Safeguarding staff are re-trained every two years.

Postponing a course, late arrival on a course

Courses start on any Monday, or Tuesday in the case of a 'Bank Holiday Monday' public holiday. The school expects students to arrive on the day that they have booked a course to start, and if delayed, to contact the school with a new arrival date at least one week in advance.

Students may only postpone if there is space available on the new course dates requested. A course extension is granted in cases where the student informs us in writing of a delay at least one week in advance, if there are places available.

PSP (Personal Study Programme)

- Students are informed about the concept of PSP before booking either by their agent or a member of the administration team.
- Students are given a power point presentation about PSP as part of their day 1 induction.
- The first PSP session involves an in-depth induction to the concept of PSP, materials and how to use them.
- Students are shown how to fill in their work record and journal.

Publicity and Photos & videos policy

International House Newcastle publicises its services by means of brochures, posters, flyers sent often by electronic means in pdf format) and also via its website: www.ihnewcastle.com. The school is also active on Facebook, Twitter and Instagram, with several of the social media accounts generating course enquiries.

International House Newcastle sometimes uses photos or videos of students in its promotional materials, but on condition that adult students have, at the enrolment stage, agreed that their photograph / videos can be used for marketing purposes. If an adult student does not wish their photo or video to be used, they can opt out at any time. Students aged under 18 years will require a consent form from a parent or guardian to be returned to the school, expressly allowing videos and images to be used for marketing purposes.

Safeguarding of under 18s policy

International House Newcastle understands the need for students under-18 to be safeguarded. It is fully committed to safeguarding the well-being of its students, and operates an **Under-18 Staff Policy and Code of Conduct**, which forms part of the employee contract, as well as a comprehensive **Younger Learner Staff Handbook**, that all personnel are required to read, accept and abide by.

All staff and students should show respect and understanding for the rights, safety and welfare of others, and conduct themselves in a way that reflects the principles of the school. We believe that studying at the school should be a positive and enjoyable part of students' lives and to achieve this have the following aims:

- All recruitment of personnel is carried out in conjunction with safer recruitment methods, as recommended by Child Protection agencies
- All staff and volunteers have basic training in safeguarding children, '*Basic Awareness Safeguarding*', and this forms part of the induction process.
- Key information on the implementation of safeguarding measures is written in the staff handbooks, and in the *IHN Under -18 Staff Policy and Code of Conduct*.
- All staff and volunteers working with young people should read and adhere to the International House Newcastle School Bullying and Harassment Policy.
- The School will ensure that anyone employed by the school and working with young people has undergone an enhanced DBS check. All outside contractors regularly working on the

school premises also have DBS checks in place, otherwise will not be left unsupervised with any student under the age of 18 at any time.

- Any person without DBS clearance will not be left unsupervised with any student under the age of 18 at any time.
- All staff will undergo a refresher course covering basic training in safeguarding annually.
- A list of students under 18 is circulated to relevant staff members each Friday before arrival.
- Staff are briefed on new under-18s starting. Any teacher waiting for a DBS check to be returned should be aware that they should not to be unsupervised with that student.
- The actual teacher of the student is informed that they have a student under 18 coming into their class and to be vigilant.
- The *Designated Safeguarding Lead's* (DSL's) role is to deal with any issues concerning safeguarding. Anyone with concerns with respect to Abuse or Harassment should contact them. If the DSL or DSL backups are unavailable, the DSPs (*Designated Safeguarding Person*) and management can be contacted.
- The appointed DSLs for International House Newcastle is Trevor Udberg. DSL deputies are Caroline Preston and Scott Thomlinson. The DSPs are Gustavo Lázaro and Marianna White.
- The School reviews this Policy annually.

Enhanced Disclosure and Barring Service (DBS) checks are required for staff working with under-18s – these are renewed every three years. Although the school does not have many students under 18, it is assumed that staff may at times be in contact with under-18s. As a result, the school requires all members of staff to apply for an Enhanced DBS disclosure as a condition of employment. Employing somebody without a completed DBS check to work with children is flagged as a safeguarding risk.

International House Newcastle fully recognises its responsibilities in safeguarding of minors. This responsibility extends not just to staff in the school environment, but also in homestay, in any residential accommodation and on all social programmes and excursions provided by International House Newcastle. All host families who have under-18 students staying with them have enhanced DBS security checks carried out with additional checks covering the household, and the school has a record of the appropriate clearance documentation.

International House Newcastle understands that younger students may find aspects of living and studying in the UK difficult. Consequently, special personal and academic support arrangements will apply to students who are under 18 years. The School acknowledges that anyone under the age of 18 living in England is legally a child and recognises that students under the age of 18 may therefore have additional needs in relation to their support and welfare.

The relevant teachers will be notified, prior to class placement, of any student who is under the age of 18 years on entry to the School, and the students' ages are clearly seen on the class registers. The school also places a # next to the student's surname so that teachers don't overlook their age and the associated safeguarding implications.

Our policy applies to all staff, working in and on behalf of the school. There are five main elements to our policy:

- Ensuring we practise safe recruitment in thoroughly checking the suitability of staff to work with children.
- Raising awareness of child protection issues and equipping children with the skills needed to keep them safe.
- Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse.
- Supporting pupils who have been abused in accordance with his/her agreed child protection plan.
- Establishing a safe environment in which children can learn and develop.

We recognise that because of the day-to-day contact with children, school staff members are well placed to observe the outward signs of abuse. *International House Newcastle* will therefore:

- Establish and maintain an environment where children feel secure, are encouraged to talk, and are listened to.
- Ensure children know that there are adults in the school who they can approach if they are worried.

We will follow the procedures set out by the Local Safeguarding Children Board and take account of guidance issued by the Department for Education and Skills to:

- Ensure we have *Designated Safeguarding Leads* and *Designated Safeguarding Persons* appointed for child protection who have received appropriate training and support for this roles.
- Ensure all staff members understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the designated person responsible for child protection.
- Ensure that parents have an understanding of the responsibility placed on the school and staff for child protection by setting out its obligations on the school website.
- Keep written records of concerns about children, even where there is no need to refer the matter immediately.
- Ensure all records are kept secure, separate from the main student records, and in locked locations.
- Develop and then follow procedures if an allegation is made against a member of staff.
- Ensure safe recruitment practices are always followed, including enhanced DBS checks

We recognise that children who are abused or witness violence may find it difficult to develop a sense of self-worth. They may feel helplessness, humiliation and some sense of blame. The school may be the only stable, secure and predictable element in the lives of children at risk. When at International House Newcastle their behaviour may be challenging and defiant or they may be withdrawn. The school will endeavour to support the pupil using the following channels:

- The content of the curriculum.
- The *International House Newcastle* ethos which promotes a positive, supportive and secure environment and gives pupils a sense of being valued.
- The *International House Newcastle* behaviour policy which is aimed at supporting vulnerable students in the school. The school will ensure that the student knows that some behaviour is unacceptable but they are valued and not to be blamed for any abuse which has occurred.
- Advice from child support agencies

In the event of serious concerns about a child, *International House* staff must:

- Never delay action to protect a child from harm.
- Always make a written detailed record of their concerns
- Record, in writing, any discussions with the child in question

U-18s and Parental responsibilities

The School is not able to take on the usual rights, responsibilities and authority that parents have in relation to a child, and does not act *in loco parentis* in relation to students who are under the age of 18 years. As a minimum, it is a condition of admission to the School that the parent or guardian of any student who is under the age of 18 years confirms, by signing and returning the school's parental consent form, their acceptance of the arrangements set out in this document. The School requires, as a minimum, details of the parents' 24-hour emergency contact number.

U-18s and Contracts

As a student who is under the age of 18 years may not be able to enter into legal contracts, the School require a student's parents to honour all obligations under any contracts with the School that the student enters into. By signing the school's parental consent form, the parent agrees to this.

U-18s and Field trips

Programmes may involve compulsory or optional activities and trips. The School is not able to take any additional responsibility for a student who is under the age of 18 years in relation to such activities. Unless indicated otherwise, by signing the parental consent form, parents give consent for the student to take part in these activities on that basis. The staff member leading the trip is always informed of any student under 18 going on the trip and those students must stay with the trip leader at all times. The 1998 DfEE publication *Health and Safety of Pupils on Educational Visits* advises the following ratio for younger learners: 1:15–20 (11+). International House exceeds these

requirements by aiming for a ratio of 1:10 on all excursions and off-site activities for younger learners.

U-18s and Alcohol and smoking

It is illegal in the UK for alcohol and tobacco products to be sold to or bought by students who are under the age of 18 years. The School will take reasonable steps to seek to ensure that the law is not broken.

Alcohol may not be drunk on school premises by staff or students except where special arrangements have been made in connection with the school's evening social programme.

Since 2007, it has been illegal to smoke in enclosed public places in England. This means that you cannot smoke in cinemas, theatres, trains, pubs, bars, restaurants or anywhere on the school's premises. The school's smoking policy also applies to the use of electronic cigarettes (e-cigarettes, 'vaping'). Their use is prohibited wherever smoking is prohibited. Students or staff who wish to smoke outside the school must move away from the school's entranceway and disperse to avoid blocking the path for other pedestrians. There are signs warning that it is an offence to block the pavement, and there are also fines imposed by the city council (around £80) if the city's strict anti-littering policy is broken.

U-18s and Drugs

It is illegal in the UK to possess or supply any recreational drugs covered by the Misuse of Drugs Act (1971). The use of these drugs by any students or staff is not permitted in school, on school-arranged activities or in accommodation arranged by the school. The School will take reasonable steps to seek to ensure that the law is not broken.

U-18s and Extremism

IH Newcastle encourages tolerance and acceptance of different views and beliefs. If staff members or students wish to report concerns about intolerance, or potential radicalisation or extremism, they can speak to one of the Designated Safeguarding team, or the management, and will receive support as necessary. Please see the school's main policy on Extremism, which includes information on the PREVENT initiative.

U-18s and Relationships with staff

Under the Sexual Offences (Amendment) Act 2000, it is a criminal offence for any person in a position of trust (which may include members of School staff) to engage in sexual activity with someone who is under 18 years.

U-18s and Parental involvement

It is the School's usual policy that it deals with students and not with their parents, and this approach will also apply where reasonable to students who are under the age of 18 years. The School will correspond with parents only in cases such where the student's welfare and progress is considered at risk.

U-18s and Emergency contact

It is particularly important that emergency contact details are provided for students under the age of 18 years and such students and/or their parents are required to supply this information prior to their arrival at the School. If a medical emergency arises and it is not possible for the School to contact the named individuals, a senior member of the School will, on behalf of the student's parents or guardians give such consent to treatment as is in the best interests of the student. By signing the parental consent form, the student's parents or guardians indicate their consent to this.

Please also contact Trevor Udberg trevor@ihnewcastle.com for advice on welfare matters pertaining to younger learners (under 18 years old).

School Closure and Bank holidays

If the school is closed due to circumstances outside of our control, such as extreme weather, power failure or security incidents; we will try to minimise disruption. However, if the school is forced to close for a period of time, students cannot be reimbursed for the time missed.

Please note that the school is closed for public holidays, and that no refunds are given for these days.

Public Holidays 2023-2024

The school will be closed on the following public holidays in the UK:

Upcoming bank holidays in England and Wales 2023

Date	Day of the week	Bank holiday
28 August	Monday	Summer bank holiday
25 December	Monday	Christmas Day
26 December	Tuesday	Boxing Day

Upcoming bank holidays in England and Wales 2024

Date	Day of the week	Bank holiday
1 January	Monday	New Year's Day
29 March	Friday	Good Friday
1 April	Monday	Easter Monday
6 May	Monday	Early May bank holiday
27 May	Monday	Spring bank holiday
26 August	Monday	Summer bank holiday
25 December	Wednesday	Christmas Day
26 December	Thursday	Boxing Day

Upcoming bank holidays in England and Wales 2025

Date	Day of the week	Bank holiday
1 January	Wednesday	New Year's Day
18 April	Friday	Good Friday
21 April	Monday	Easter Monday
5 May	Monday	Early May bank holiday
26 May	Monday	Spring bank holiday
25 August	Monday	Summer bank holiday
25 December	Thursday	Christmas Day
26 December	Friday	Boxing Day

Please note: no refund of course fees can be given for missed classes on national holiday days.

School Rules

1. All students must be on time for classes.
2. Mobile phones should be switched to 'silent' in class, and students should not use them in class, unless they are asked to for a class activity.
3. Students are required to attend at least 80% of classes otherwise the school cannot issue a course-end certificate
4. Holidays must be authorised by the *Academic Director*
5. If you are sick, you must inform the school as soon as possible, by phone or email to info@ihnewcastle.com
6. Students must be prepared to work with students of different genders and cultural backgrounds.

7. Students who continually break the rules of the school or are continually disruptive in class will receive a warning letter which will be sent to their agent and sponsor, or parents if under 18 years of age. If this continues the school may ask them to leave the course with NO refund.

Smoking

Since 2007, it has been illegal to smoke in enclosed public places in England. This means that you cannot smoke in cinemas, theatres, trains, pubs, bars, restaurants or anywhere on the school's premises. The school's smoking policy also applies to the use of electronic cigarettes (e-cigarettes, 'vaping'). Their use is prohibited wherever smoking is prohibited. Students or staff who wish to smoke outside the school must move away from the school's entranceway and disperse to avoid blocking the path for other pedestrians. There are signs warning that it is an offence to block the pavement, and there are also fines imposed by the city council (around £80) if the city's strict anti-littering policy is broken.

Social activities policy

International House Newcastle wants all students to enjoy their time in the UK and to experience British culture. Throughout the year the school runs weekend and weekday social activities. These provide an opportunity for students to socialise with each other, practise their English, and see places of interest and to try new things. Some activities are part-funded by the school, but students pay for most activities.

Activities and excursions are planned carefully and led by trained Social Programme tour leaders, helped by extra members of staff (sometimes teachers) according to group numbers. The supervision ratio guideline is one leader to 20 adult students.

The 1998 DfEE publication *Health and Safety of Pupils on Educational Visits* advises the following ratio for younger learners: 1:15–20 (11+). International House exceeds these requirements by aiming for a ratio of 1:10 on all excursions and off-site activities for younger learners.

Special education needs, learning difficulties and disabilities

International House Newcastle asks for all applicants to declare any special needs, learning difficulties and disabilities as part of their application.² The school treats all declared special needs on a case-by-case basis. The school reserves the right to assess the needs of each student and make a judgement about the ability of the school to meet those needs.

Currently the school has some limited wheelchair access and disabled toilet facilities. However, where the school feels that it is unable adequately to cater for a student's needs it reserves the right to refuse admission.

Students who do not declare their disability or special learning needs and whom the school ascertains after arrival, cannot have their learning needs met adequately with the school's resources, would be asked to leave the school with a full refund of fees, minus an administration fee.

Student progression

In order to successfully complete a level and move the next level a student must:

² See Policy Implementation files for specific policies, e.g. 'Students with Dyslexia'.

- have an attendance record of at least 80%
- complete homework tasks on time
- score consistently high marks in class tests (generally at least 65%)
- work to a high standard in class to receive consistent “excellent” or “above standard” in all the weekly assessments, which can be viewed on Teams.

Attendance and Progress reports

For students under the age of 18 years, parents may request regular attendance and progress reports on the parental consent form.

For students over 18, parents or sponsors will need the permission of the student to request reports. Please contact the school for more details, if required. info@ihnewcastle.com

Student satisfaction

The overall satisfaction of *International House Newcastle’s* students and their representatives is of great importance to the school, and we recognise that having a sufficient number of staff is vital to maintaining excellent standards of customer service.

Procedure for maintaining student satisfaction and progress

Before arrival

- sending the student access to information about life and studying in the UK and in Newcastle
- sending the student links to the school’s system
- asking the student to send any evidence of the English language level (for example an existing IELTS score)
- completing a level test in advance for courses requiring a minimum entry level
- asking the student for information on any learning difficulties or other reasons that may inhibit their studies (medical form sent)

On arrival:

- testing all new students to determine their current level of English and placing them in to the most appropriate class
- asking basic welfare questions to determine that all has started well
- managing student expectations about what they can achieve in the time they will study based on their current ability and aims
- sending micro-survey (MS Forms) to check on student satisfaction for Week One
- issuing the student with an information folder on arrival and access to Student Welfare information via Teams addressing common student concerns

During studies:

- providing high-quality English language classes
- giving regular homework assignments
- promoting learner autonomy
- providing additional classes on areas of academic English and exam preparation
- giving regular feedback to students on their progress via *IH Hub* and tutorials
- setting, marking and giving feedback on classroom tests
- continuously assessing students' progress
- providing an activities programme for students to socialise out of class time
- sending out via Teams regular information/announcements to ensure that the student knows what is going on in school both academically and socially
- providing some input into cultural awareness of life in the UK to help students integrate into society
- informing student of their scheduled teachers and any changes to this via Teams
- providing assistance to students who wish to apply for further and higher educational courses.
- providing a high level of welfare and support to students

After studies:

- collecting student feedback or testimonial from each student

- providing a certificate and full report set out in terms of the CEFR
- sending each student a link to a follow-up questionnaire to gauge satisfaction and collect data for future policy adjustments after leaving the school

Student Welfare

International House Newcastle is committed to providing the necessary advice and pastoral care to its students. All student welfare queries can be dealt with by any staff member at Reception, who have both general and more specialised information on issues that students commonly face. Each Reception staff member is responsible for dealing with student welfare enquires that fall into their individual areas of professional expertise.

For more complicated issues involving student welfare, the school's Managing Director coordinates the actions taken that affect different departments.

Teaching and learning programme

Overview

All classes are taught through the medium of English and students are expected to and encouraged to communicate in English at all times within the school. Students are reminded by welfare and academic staff to speak English when they are heard using their L1.

Levels

Students are divided into classes based on ability in English. These levels are based on the CEFR levels and range from A1 (beginner) to C2 (proficiency). The testing of new students is carried out by the Academic Director and senior teachers with a written and oral test.

Enrolling on a course

Students can enrol on any Monday, or Tuesday, if Monday is a public holiday. Students will join a class of the appropriate level. The teacher will make sure that a student covers all areas on the syllabus and will choose materials in order to achieve this.

Level description

Each level has a level descriptor which is taken and adapted from the CEFR framework to suit the levels in the school. Grammar items and vocabulary are integrated into skills work through a topic based approach. Information on these is displayed around the school, and is also accessible by students on the *IH Hub*.

Testing and assessment of Students

Due to continuous enrolment, there are no discrete courses with definite start and end dates, except for Cambridge examination classes. Every week the students are assessed continuously on different skills and sub-skills by the classroom teacher. The grades given by the teacher are recorded on the *IH Hub* to be accessible to students at all times, and are monitored by the Academic Director.

These grades are as follows:

Below Standard (BS) – The student is finding the work difficult at this level.

Standard (S) – The student is being challenged at this level.

Above Standard (AS) – The student is coping well but still requires more time at this level.

Excellent (E) – The student isn't being challenged at this level; repeated E grades should result in the student moving up a level.

Students receiving consistent AS or E grades may be moved to a higher level after consultations between the teacher and academic management. Observations by the Academic Management Team (AMT) ensure that assessments are standardised throughout the school.

Tutorials are organised every four weeks by the class teacher. These are an opportunity for students to express any concerns and request areas of lesson focus. For the teacher, the tutorials allow for further assessment to be made of students' progress.

If students are below the required standard, the individual student is interviewed to determine:

- whether anything is preventing the student from studying
- how the student feels about his/her studies

and

- to suggest ways of improving
- to manage the expectations of the student

Long-term student tutorials

Students studying for six weeks or more have 1:1 progress tutorials with the Academic Director. These students are sent an online questionnaire in advance, which is returned to the Academic Director. Using the results of the questionnaire, the weekly assessment grades and information from the class teacher, the Academic Director will discuss the individual student's progress and suggest any action. Any non-academic problems which arise in these tutorials are noted and the relevant member of staff is informed so that necessary action can be taken.

Teaching materials & resources policy

Students are not required to follow prescribed lessons from a single course book. Teachers plan using materials selected from a range of course books which are available in the Teachers' room. These course books are updated regularly and new publications are purchased. Teachers also use *International House Newcastle* materials and online and authentic resources.

The company ensures that teaching materials are current and relevant. An adequate supply of teaching material at all levels and for a range of class types is maintained, and these are reviewed on a continual basis by a team of senior teachers who have been assigned the monitoring task and maintain a list of resources in use. The company is committed to using all resources responsibly and in line with copyright legislation. The school also ensures that teachers have access to online teaching materials, and access to teacher and teacher training journals.

New materials can be requested from the Academic Director who will order, if appropriate. Academic management and senior teachers review new publications and meet publishers on a regular basis. The school also hosts regular book fairs for teachers and students to attend.

The school is committed to improving teaching hardware by facilitating the use of data projectors in the classrooms, and is committed to supplying and maintaining hardware (e.g. photocopiers, computers) for teachers' use in preparing classes.

The school is researching the use of new technology in the learning environment (tablets, smart phones etc.) and is further developing ways in which online resources etc. can be more easily accessed and student progress charted through the *IH Hub* project.

Teachers' workplans (also outlining Learning Strategies and Learning Outcomes) and some teaching resources are published (for student and staff access) on Teams.

The school provides time for teaching staff to develop and write materials and provides appropriate training in the use of educational hardware and teaching materials.

Timetabling and timekeeping policy

The school expects students to attend every lesson. Classes will fit into one of two timetables. These are typically as follows:

- **Early Shift** – 09:00-11:00 then 13:00-15:00 plus any additional classes
- **Late Shift** – 11:00-13:00 then 15:00-17:00 plus any additional classes

In cases where students cannot attend for any reason we ask that they call or email the school to explain why they cannot attend. This is especially vital for U-18s.

If a student arrives late for a lesson, the number of minutes missed will impact the attendance figures on the *IH Hub* register. Students who are regularly late may lose their places in the class.

Appendix

British Council

What are the Scheme standards?

The Scheme sets overarching standards in five areas of the work of an English language provider.

Management standard

The management of the provision will operate to the benefit of its students, in accordance with its publicity and in accordance with the *Declaration of legal and regulatory compliance*.

Resources and environment standard

The learning resources and environment will support and enhance the studies of students enrolled with the provider, and will offer an appropriate professional environment for staff.

Teaching and learning standard

Teachers will have appropriate qualifications and will be given sufficient support to ensure that their teaching meets the needs of their students. Programmes of learning will be managed for the benefit of students. The teaching observed will meet the requirements of the Scheme.

Welfare and student services standard

The needs of students for security, pastoral care, information and leisure activities, will be met; any accommodation provided will be suitable and the management of the accommodation systems will work to the benefit of students.

Care of under 18s standard

There will be appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.

The British Council inspected and accredited International House, Newcastle in July 2018. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This large private language school offers courses in general and professional English for adults (16+), General English courses for under 18s and for closed groups of under-18s.

Strengths were noted in the areas of strategic and quality management, staff management, student administration, premises and facilities, learning resources, academic staff profile, academic management, course design, learner management, teaching, care of students and leisure opportunities.

The inspection report stated that the organisation met the standards of the Scheme.

IH Staff Promise

As a member of the International House team we will support you to help students progress and realise their aspirations

- You will have a good, safe, working environment and resources to do your job well.
- You will have a job description so you can contribute to a high quality student learning experience.
- You will be given feedback on how you perform in your job, and you may be given further training, so you can contribute to improving the student learning experience.
- You will be supervised by knowledgeable managers who will give you guidance, advice and support so you are the best you can be in your job.
- Teachers and trainers will receive regular professional development so their students benefit from up to date improvements in teaching practice.
- You will be employed legally and have a written contract. You will be treated fairly in terms of leave, sickness, etc.
- Diversity is celebrated at International House and we are committed to treating everybody fairly and equally.



IH Client Promise

Realise your aspirations and open new horizons by learning with International House in a positive and enjoyable environment

- We will help you learn and progress by designing well-structured courses and educational support services.
- Before enrolling we will listen to your needs and give you guidance on choosing the right course. This may involve a language level test and an interview.
- You will be given clear and accurate information about all aspects of your course, examination or other service.
- You will be taught by qualified teachers or trainers, who regularly receive up to date professional development. Younger learners will be taught by teachers trained to meet their specific needs.
- Your course will be supervised by skilled educational managers who will make sure the content is up to date, the school has the right resources, and whose goal is to help you have a positive experience.
- Your learning will be regularly assessed during your course to help you progress. You will have opportunities to discuss how to improve.
- You will be encouraged to give us feedback so we can continue to improve while you are still studying with us.
- Diversity is celebrated at International House and we are committed to treating everybody fairly and equally.





The Eaquals Quality Standards

The Eaquals Quality Standards are derived from the Eaquals Charters and are a practical expression of the philosophy of the Charters. They are arranged into twelve Categories which correspond to different aspects of the activity of a Language Education Centre (LEC). Within each Category is a number of specific standards related to that Category. For each Category, inspectors award a grade from 1-3 which reflects their evaluation of the performance of the LEC within that Category as a whole.

1 Management and Administration

- 1.1 There is an institutional ethos which provides the foundation for the institution's activities.
- 1.2 The leadership and organisational structure of the institution support this mission and the achievement of its objectives.

2 Teaching and Learning

- 2.1 The pedagogical approach and methods reflect the institution's educational philosophy.
- 2.2 The quality of course delivery consistently provides opportunities for effective learning.
- 2.3 Lessons are planned with reference to the course programme and the learning and motivational needs of individuals and the group; specified learning outcomes are shared with learners.
- 2.4 The opportunities offered for learning are varied, making use of available technology and resources.
- 2.5 Learners have the opportunity to develop their study skills and to share responsibility for their own learning.

3 Course Design and Supporting Systems

- 3.1 There is a statement of the institution's educational philosophy with written descriptions of its learning programmes, including course objectives and content.
- 3.2 All language course programmes are specified by levels which refer to the Common European Framework of Reference to Languages (CEFR), and learning objectives are related to the global descriptors of CEFR levels.
- 3.3 There is an academic management and coordination structure, with supporting systems, which ensure the implementation of the institution's educational philosophy.

4 Assessment and Certification

- 4.1 Assessment procedures are compatible with the institution's educational philosophy and course objectives.
- 4.2 Placement procedures are appropriate to the learning context and to learners' needs.
- 4.3 Systems for assessing language competence provide reliable, valid and fair means of evaluating progress and achievement in a way that is appropriate for the course and the learners.
- 4.4 Reports and certificates issued to learners indicate their achievements in terms of the course objectives and content. They provide a reliable statement of the level achieved.
- 4.5 Where information on public examinations is provided, relevant advice and support is given to learners.

5 Academic Resources

- 5.1 The course books or other core course materials, online learning platforms and resources, and reference materials reflect course objectives and the methodology used.
- 5.2 There is a system for monitoring learning material developed in-house.
- 5.3 All equipment and electronic connectivity is accessible and well maintained.



6 Learning Environment

- 6.1 The teaching and study environment meets the requirements of course programmes and learners.
- 6.2 Any non-pedagogical facilities and/or spaces required for the services offered are fit for purpose and well maintained.
- 6.3 Arrangements are made to protect the health and ensure the safety of learners and staff.

7 Client Services

- 7.1 Advice and support is available to learners and sponsors throughout the course, including welfare arrangements, where appropriate.
- 7.2 There are systems for monitoring and administering the provision of any leisure programme and/or accommodation. Any social programme takes account of learners' interests.

8 Quality Assurance

- 8.1 There are systems to foster a culture of quality through continuous evaluation, reflection and action.
- 8.2 The learning experience is fully monitored by management systems (including regular classroom observations) which are used to improve the quality of all services.
- 8.3 There are procedures which enable learners and sponsors to give regular feedback relating to the academic and other services provided.

9 Staff Profile and Development

- 9.1 The competences, experience and qualifications of managers, teachers and administrative staff are relevant and adequate for each area of responsibility.
- 9.2 There are systems to provide appropriate support and guidance for all staff including a regular staff performance review.
- 9.3 There is a formal framework to assure appropriate continuous professional development for all staff.

10 Staff Employment Terms

- 10.1 All staff hold current employment contracts; these are fair and comply with all statutory requirements, as stated in a statutory declaration made by the institution.
- 10.2 The terms and conditions of employment offered to staff are fair and conform to local requirements.

11 Internal Communications

- 11.1 The responsibilities, lines of accountability and channels of communication among members of management and/or staff are clearly defined and documented.
- 11.2 There is formal, documented, communication and consultation between staff and managers, scheduled as appropriate.
- 11.3 Information is available to staff about the institution, its mission and any planned developments.
- 11.4 Grievance and disciplinary procedures are in place for staff and are known to them.
- 11.5 Information about Equality and its resources is available to staff and learners.

12 External Communications

- 12.1 All promotional materials accurately describe the institution's learning services: the range and functionality of resources and/or online tools offered, and other services and facilities.
- 12.2 Contractual information provided to learners and sponsors is accurate and complete, and expressed in easily understood language.
- 12.3 Accredited members make information about Equality publicly available; they display the Equality Charters publicly, and use the Equality logo correctly.

Accredited Members of Equals undergo regular inspections, and courses accredited by Equals are regularly verified, to ensure that there is:

1 A commitment to:

- 1.1 Professional conduct and integrity;
- 1.2 Provide opportunities for language study and/or professional training in a teaching/learning environment of high quality within a clearly organised curriculum framework;
- 1.3 Improve and develop continually the means and resources available for study and training;
- 1.4 Uphold the Equals Information Charter.

2 An undertaking:

- 2.1 Not to discriminate in any way against course participants, staff or other stakeholders on grounds of gender, sexual orientation, race or religion;
- 2.2 To inform course participants and clients about clearly specified procedures for dealing with complaints, dissatisfaction, discipline or non-participation, with cases being referred to the Equals Ombudsperson when necessary;
- 2.3 To uphold the Equals Staff Charter and Charter for Course Participants.

3 Acceptance of a duty to:

- 3.1 Take all reasonable steps to ensure the welfare and safety of their course participants and staff;
- 3.2 Provide written assurances, verified by Equals, that the institution concerned has been established and operates according to all relevant national and local legislation, including company law, employment, accounting, taxation, advertising, privacy, hygiene, safety, insurance and copyright;
- 3.3 Work towards making provision for persons with special needs.

4 The existence of a registered legal entity with a published, physical address.

Equals

www.equals.org

Email: info@equals.org Postal address: PO Box 95 Budapest H-1301 Hungary Equals is a registered UK charity 1143547
Equals is a company limited by guarantee and registered 07727406 in England & Wales at 16 Stukeley Street, London, UK, WC2B 5LQ

Accredited Members of Eaquals undergo regular inspections, and courses accredited by Eaquals are regularly verified, to ensure that:

1 Before the course:

1.1 **Information:** all information and publicity is accurate, complete and accessible, and includes:

- an outline of the course aims and course components;
- a stipulated number of taught hours and study hours per course;
- a stipulated maximum number of course participants per group;
- a specified age-range for courses;
- a clear description of the cost of tuition and of other services and materials
- transparent terms and conditions of business.

1.2 **Enrolment:** admission and enrolment procedures are efficient and transparent

1.3 **Placement:** effective procedures are in place to determine course participants' level of competence and/or other needs.

2 During the course:

There is a focus on providing course participants with opportunities for successful learning, in particular:

2.1 **Standards:** teaching and educational standards are high, and yield effective learning;

2.2 **Teaching/Training Staff:** qualified and competent teachers or trainers experienced in teaching the target language work under the supervision of an appropriately qualified academic manager;

2.3 **Premises and Facilities:** the premises and facilities and/or learning platforms for language learning and/or teacher training are suitable for the purpose;

2.4 **Curriculum and Course Planning:** the course of study is structured, is divided into levels of proficiency, and is appropriate;

2.5 **Resources:** resources and materials used are relevant to the needs of course participants and to the course objectives;

2.6 **Teaching and Learning:** the teaching and learning/training methods and techniques used are appropriate and effective for the course participants;

2.7 **Quality Control:** there is regular observation of teaching or sampling of training by the course provider;

2.8 **Support and Advice:** there are opportunities for course participants to discuss their individual questions and concerns, and to obtain information and advice;

2.9 **Services:** administration and auxiliary services are efficient;

2.10 **Assessment:** evaluation of and feedback on course participants' progress is regular and appropriate.

3 At the end of the course:

3.1 **Certification:** end-of-course assessment procedures are valid and soundly administered, and reports and certificates of attainment based on these are given to course participants and/or stakeholders;

3.2 **Client Feedback:** there is an opportunity for course participants and/or stakeholders to give feedback on the course.

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Email: info@eaquals.org Postal address: PO Box 95 Budapest H-1301 Hungary Eaquals is a registered UK charity 1143547
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Accredited Members of Equals undergo regular inspections, and courses accredited by Equals are regularly verified, to ensure that:

- 1 The contracts of all staff are governed by local labour laws and by national contracts where these apply.
- 2 Terms and conditions of employment comply with EU directives, where applicable, and are fair in the context of the relevant local or national standards, especially in the following areas:
 - 2.1 salary;
 - 2.2 length of contract;
 - 2.3 working hours and teaching hours per week;
 - 2.4 paid holiday entitlement;
 - 2.5 sickness, maternity, family and compassionate leave;
 - 2.6 pension and severance pay arrangements, where relevant;
 - 2.7 unpaid leave of absence;
 - 2.8 conditions and remuneration for freelance staff.
- 3 An appropriate proportion of staff members are employed on a full-time and/or permanent basis.
- 4 Clearly specified written procedures exist for dealing with staff grievances and disciplinary problems.
- 5 Equals sets high and achievable standards for each country, and for each language taught, and staff members have appropriate training, qualifications and experience for the work in question. Teaching staff have received initial training as language teachers that included supervised teaching practice. This training was sufficient and appropriate in terms of its content and duration for the work they are doing.
- 6 In addition to initial training, all staff are given opportunities to improve their skills in continuous professional development within and outside working hours.
- 7 All staff have appropriate workspace and the facilities for them to carry out their duties effectively.
- 8 All staff, whether full or part time, are issued with written contracts or letters of agreement specifying the terms of employment under 2., the main responsibilities of the post, the procedures available for dealing with grievances, and the procedures to be followed in the event of disciplinary action.
- 9 The services of freelance/self-employed individuals are contracted according to national legislation, and people who are freelance/self-employed are treated fairly.
- 10 Staff members are informed about the status and ownership of the institution employing them, and about the organisations or associations it belongs to.

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Accredited Members of Equals undergo regular inspections, and courses accredited by Equals are regularly verified, to ensure that:

- 1 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.
- 2 Before enrolment, course participants or their representatives are provided with clear information on the nature of and rationale behind the course. In addition, clear information is provided on the:
 - 2.1 entry requirements (if any);
 - 2.2 course outline;
 - 2.3 minimum course length and dates;
 - 2.4 number of hours taught face-to-face, and number and nature of teaching practice and observation sessions and other services offered;
 - 2.5 number of hours of self-study: homework, assignments, computer-assisted study (e.g. on-line modules);
 - 2.6 dates of closure and holidays;
 - 2.7 admission and placement procedures;
 - 2.8 size and make-up of groups, including age or any other restrictions;
 - 2.9 use of classes for teaching practice purposes;
 - 2.10 requirements in relation to attendance and assignments;
 - 2.11 assessment criteria and procedures, reporting and certification;
 - 2.12 terms and conditions of business, including cancellation regulations and charges.
- 3 Before enrolment, course participants or their representatives are given full and clear details concerning the contract, including exact course fees and the rights of each party, in the event of withdrawal or exclusion.
- 4 All prices mentioned in advertising and other publicity material or information specify clearly which services and goods are included in the price and which are available at additional cost. The cost of public examinations where courses aim to prepare course participants for these should be specified. Any additional taxes that may be payable are also specified.
- 5 All diplomas and certificates of any kind issued to course participants contain accurate statements of fact, and, if such certification is based on examinations or tests, these are valid and soundly administered.
- 6 In the case of course participants under the age of 18 on full-time and/or residential courses, clear information is provided to parents/guardians about supervision arrangements and the qualifications of supervisory staff.
- 7 The Equals logo, name, signs and charters are used according to the guidelines established by Equals on the institution's premises, on websites and in printed publicity and in other printed documents.

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Independent Schools Inspectorate (ISI)



PFE Handbook – Inspection Framework For Educational Oversight

Inspection principles

ISI inspections:

- report on whether the college or language school operates in line with its public presentation and aims and the distinctiveness of each college;
- report on the extent to which the Standards for private colleges and language schools are met;
- report on the quality of the education and support students receive;
- report on the effectiveness of arrangements to promote the welfare, health and safety of students;
- support college or language school development and improvement;
- include clear and helpful oral feedback to colleges and language schools;
- provide independent and objective public reports to inform students, the Home Office and the wider community;
- take account of any self-evaluation by those inspected;
- are carried out by those with sufficient and relevant professional training and first-hand experience.

Quality assurance measures are employed at each stage of the inspection process to ensure that these principles are met and to identify areas for further improvement.

The ISI *Inspection Framework of Educational Oversight* may be accessed [here](#)³.

³ Accessed 17/06/2023.