



Sol Schools International Code of Conduct

PURPOSE

The following code of conduct is provided to ensure the comfort and protection all persons within Sol Schools International facilities and during all activities.

POLICY

The cooperation of everyone attending a Sol School whether as a student, employee or visitor is required to maintain an environment conducive to study and the enjoyable and productive use of all facilities.

Sol Schools International Staff maintain high professional standards in all activities.

Sol Schools International employs teachers whose professional training and qualifications are approved by national and international agencies.

Sol Schools International observes high standards of professional and commercial conduct in all their dealings with students, clients, staff and the general public.

Sol Schools promotional information presents a true and accurate picture of our organization, our facilities, courses and other services.

Sol Schools International respects and adheres to all applicable local and international laws and regulations governing the conduct of its business.

Personal Accountability

Treat others in a courteous, dignified and fair manner.

Encourage and respect diversity of viewpoints and skills.

Take responsibility for professional development through continuing educational opportunities and participation in organized activities.

Consider short and long term effects of actions and decisions.



Sol Schools International Student Charter

- 1 All Sol Schools are committed to providing opportunities for language study in a teaching/learning environment of high quality and within a clearly organized curriculum framework.
- 2 All Sol Schools undertake not to discriminate in any way against students on grounds of gender, race, disability, sexual orientation, age or religion.
- 3 All Sol Schools accept a responsibility to take all reasonable steps to ensure the welfare and safety of their students while they are on school premises. In addition, all Sol Schools agree to work towards making provision for students with disabilities.
- 4 All Sol Schools have and make known to students a clearly specified procedure for dealing with students' complaints and grievances, and for dealing with indiscipline, should it arise. When necessary, grievances are referred to the appropriate accrediting bodies.
- 5 **All Sol Schools guarantee to their students the following educational standards:**
 - 5.1 High Teaching and educational standards. The school's classrooms, facilities, and resources are of an acceptable standard and adequate for their purposes.
 - 5.2 Professional conduct and integrity
 - 5.3 Regular independent inspections by accrediting bodies to maintain standards.
 - 5.4 Total accuracy and veracity of all information and publicity, including:
 - a stipulated number of taught hours per course
 - a stipulated maximum number of students per group
 - a specified age-range for courses
 - a clear description of the cost of tuition and of other services and materials
 - 5.5 Efficient administration and customer services.
 - 5.6 Suitable premises and facilities for language learning.
 - 5.7 Accurate placement-testing to determine the student's level of language competence.
 - 5.8 A structured course of studies that is divided into levels, according to an Internationally recognized scale. All Sol Schools provide an efficiently organized range of courses and educational support services appropriate to the learning needs of the students.
 - 5.9 Appropriate and effective teaching methods.
 - 5.10 Appropriate, regular assessments, reports and end-of-course assessment procedures leading to a Certificate of attainment.
 - 5.11 Experienced and competent teachers working under the supervision of an appropriately qualified Director of Studies.
 - 5.12 Regular observation of the teaching activity by the DOS and Senior Teachers.
 - 5.13 Opportunities for obtaining information and advice about his/her course of studies.



Sol Schools International Staff Charter

- 1 All Sol Schools take all reasonable steps to ensure that the terms and conditions of employment for all employees are in accordance with national and local employment regulations.
- 2 All Sol Schools provide fair terms and conditions of employment in the context of the relevant local or national law, in the following areas:
 - salary
 - length of contract
 - working hours and teaching hours per week
 - paid holiday entitlement
 - sickness, maternity, family and compassionate leave
 - pension and severance pay arrangements, where relevant
 - unpaid leave of absence.
- 3 All Sol Schools have clearly specified procedures for dealing with staff grievances and disciplinary problems. The Sol School and the employee always act fairly and reasonably with each other. Both parties make every effort to resolve disputes with good faith and goodwill, through amicable and reasonable direct communication and dialogue. Where necessary grievances can be referred to the appropriate external agencies.
- 4 All Sol Schools employ administrative staff and academic staff who have appropriate training, qualifications and experience according to national norms for the work in question.
- 5 All Sol Schools provide all staff with appropriate workspace and the facilities for them to carry out their duties effectively, as well as relevant opportunities for training and development within and outside working hours.
- 6 All Sol Schools provide all employees within 90 days of the beginning of their employment with a written statement, signed by both parties, which clearly specifies the terms and conditions of employment, as well as 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.
- 7 All Sol Schools undertake to keep their staff informed about the status and ownership of the school, and of the organizations and associations it belongs to.
- 8 All Sol Schools ensure that adequate arrangements are provided for the welfare, health, insurance, and safety of all employees.
- 9 All Sol Schools undertake not to discriminate in any way against staff on grounds of gender, race, disability, sexual orientation, age or religion.



Sol Schools International Teachers' Charter

In addition to the Sol Schools Staff Charter, the following standards apply to the employment of educational staff:

- 1 All Sol Schools provide a good learning environment (premises, classrooms, facilities and resources) and an efficiently organized range of courses appropriate to the learning needs of the students. For general courses, the maximum class size is 14 students.
- 2 All Sol Schools employ as teachers, whether full-time or part-time, only those whose professional training and qualifications are approved by national and/or International governing bodies.
- 3 All Sol Schools employ a Director of Studies (or equivalent) on a full-time or part-time basis, as appropriate to the size of the establishment, to be responsible for teaching standards and for the administration and supervision of the teaching program and to observe classes.
- 4 All Sol Schools hold teachers' meetings or seminars at least once a month and all teachers are expected to attend.
- 5 The Director and the Director of Studies are available and accessible to teachers during normal working hours, for consultation or advice on any matter relating to their employment.
- 6 All teachers agree to regular observation of their teaching by senior educational staff, by colleagues or trainee teachers for the purposes of teacher development and training, by visitors during regular inspection and advisory visits as well as any other accrediting agencies.
- 7 All Sol Schools provide adequate in-service training arrangements and facilities for all teaching staff.
- 8 All Sol Schools make appropriate arrangements for extracurricular learning, cultural and social activities for students, all teachers are expected to contribute to these activities.
- 9 All Sol Schools provide every teacher with a written Teacher Service Agreement or contract, signed by both parties, which clearly specifies the terms and conditions of employment, which include:
 - a maximum teaching load of 1200 hours per year, or 120 hours in any four-week period
 - a minimum paid holiday entitlement of 10 working-days per calendar year
 - a minimum sick-pay entitlement of 4 days per calendar year, on production of medical certificates
 - pro-rata provision of the above for part-time, temporary or vacation center teachers
- 10 All Sol Schools ensure that the provision of teaching, and related educational services are in accordance with the Teaching Charter.
- 11 All Sol Schools display the *Sol Schools International Teachers Charter* so that, it may be read by all educational staff.



Sol Schools International Organizational Charter

- 1 All Sol Schools' advertising, promotional materials and course information follow national advertising standards, are factual and give a clear and truthful account of their courses and other activities.
- 2 Before enrolling a student, all Sol Schools provide students or their representatives with clear information about the course. In addition, clear information is provided on:
 - exact minimum course length and dates
 - number of hours taught, and of hours for other activities
 - dates of closure and holidays
 - placement procedures
 - size and makeup of groups, including age restrictions.
 - any use of real classes for teaching practice purposes
- 3 Before enrolling a student, all Sol Schools undertake to provide students or their representatives with full and clear details concerning the conditions of enrolment between the school and the student, 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 information specify clearly which services and goods are included in the price and which are available at additional cost. The cost of fees for public examinations where courses aim to prepare students for these should be specified. Any additional taxes that may be payable are also specified.
- 5 Diplomas and certificates of any kind signed or issued for any purpose by all Sol Schools contain accurate statements of fact. If such certification is based on examinations or tests, all Sol schools undertake to ensure that these are valid and soundly administered.
- 6 In the case of students or pupils under the age of 18 on full-time or residential courses, clear information will be provided about supervision arrangements and the qualifications of supervisory staff.
- 7 All Sol Schools display the Sol Schools International name and logo clearly, openly and prominently in all brochures, publicity, and advertising for their educational services.
- 8 All Sol Schools ensure that the Sol Schools International logo conforms to the standard set by Sol Schools International in terms of shape, proportion and font.
- 9 All Sol Schools display the Sol Schools International Code of Conduct and Charters in a prominent position visible to students, clients, and the general public.
- 10 All Sol Schools send one nominated representative to the annual Directors' Conference and to send at least one educational member of staff to the annual Education Conference.
- 11 All Sol Schools respond promptly to all correspondence or other communications from Clients or from other Sol Schools, and provide information about the school and its activities when requested.