

## EAQUALS GENERAL CHARTER

**Accredited Members of EAQUALS undergo regular inspections, and courses accredited by EAQUALS 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 EAQUALS 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 EAQUALS Ombudsperson when necessary;
- 2.3. To uphold the EAQUALS 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 EAQUALS, 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.**

## THE EAQUALS CHARTER FOR COURSE PARTICIPANTS

**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.

## THE EAQUALS STAFF CHARTER

**Accredited Members of EAQUALS undergo regular inspections, and courses accredited by EAQUALS 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. EAQUALS 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.

## **THE EAQUALS INFORMATION CHARTER**

**Accredited Members of EAQUALS undergo regular inspections, and courses accredited by EAQUALS 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:
  - a. entry requirements (if any);
  - b. course outline;
  - c. minimum course length and dates;
  - d. number of hours taught face-to-face, and number and nature of teaching practice and observation sessions and other services offered;
  - e. number of hours of self-study: homework, assignments, computer-assisted study (e.g. on-line modules);
  - f. dates of closure and holidays;
  - g. admission and placement procedures;
  - h. size and make-up of groups, including age or any other restrictions;
  - i. use of classes for teaching practice purposes;
  - j. requirements in relation to attendance and assignments;
  - k. assessment criteria and procedures, reporting and certification;
  - l. 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 EAQUALS logo, name, signs and charters are used according to the guidelines established by EAQUALS on the institution's premises, on websites and in printed publicity and in other printed documents.