# Eaquals
Excellence | in Language Education

Evaluation and Accreditation of Quality in Language Services

## Board report and financial statements

Year ended 31 December 2013

# Reference Information

## Board Members

**Ludka Kotarska**  Chair
ELS-Bell Poland

**Mila Angelova**  Vice-Chair, elected 19 April 2013
AVO-Bell, Bulgaria

**Walter Denz**  Vice Chair
Liden & Denz, Russia

**Ian Powney**  Treasurer and Company Secretary
International House Trust/London

**Peter Brown**
British School of Trieste

**Michael Carrier**
Cambridge English Language Assessment

**Jacek Czlonkowski**  elected 19 April 2013
PASE, Polish Association

**Axel Freudenfeld**  to 19 April 2013

**Wojciech Graniczewski**
Gama College of English

**Frank Heyworth**

**Brian North**  Vice Chair to 19 April 2013
Eurocentres Foundation

**Joanna Watson**  elected 19 April 2013

## Accreditation Panel

**Valérie Clochard**
Eurocentres Lausanne

**Lyndy Cronin**

**Martyn Ellis**

**John Haagensen**
Eurocentres London

**Sue Hackett**
QQI, Ireland

**Varbinka Hadjidimitrova**
AVO-Bell, Bulgaria

**Laura Muresan**
QUEST, Romania

**Sue Sheerin**

## Management and Administration Team

**Sarah Aitken**  Executive Director from 4 March 2013

**Susanna Dammann**  Director of Accreditation

**Anna Andor**  Services Manager

**Vivi Koszegi**  Administrative Assistant

## Registration Office

**16 Stukeley Street**
**Covent Garden**
**London  UK**
**WC2B 5LQ**

## Secratariat

**PO Box 95  Budapest H-1301  Hungary**

## Company Registration Number

**7727406**
Incorporated in England and Wales on 3 August 2011

## Charity Registration Number

**1143547** (UK)

## Eaquals Ombudsman

**Hans W Blaasch**

## Independent Examiners

**Garside & Co LLP Chartered Accountants**
6 Vigo Street  Mayfair  London  UK  W1S 3HF

## Solicitors

**Russell-Cooke**
2 Putney Hill  Putney  London  UK  SW15 6AB

## Bankers

**Barclays Bank**
1 Churchill Place  Canary Wharf  London  UK  E14 5HP

Evaluation and Accreditation of Quality in Language Services

# Board report and financial statements

Year ended 31 December 2013

# Eaquals Membership

Founder **F**    Joined 2013 *    Joined 2014 to date **#**

## Accredited Members

### Austria
Eton Institute – Vienna *

### Bosnia & Herzegovina
Anglia V

Cambridge Centar

DIALOGOS

### Bulgaria
AVO Bell School of English

### China
iMandarin Language Training Institute
(Shanghai, Beijing, Guangzhou)

### Croatia
KEZELE-School of Foreign Languages and Business
Communication

Skola stranih jezika - Ziger

### Cyprus (North)
Girne American University Foundation English School *

### Czech Republic
AKCENT International House Prague

### Egypt
International House Cairo *

### France
AlphaB Institut Linguistique

Centre International d'Antibes

EF Ecole Internationale de Francais - Nice

EF Ecole Internationale de Francais - Paris

Eurocentres Amboise

Eurocentres La Rochelle

Eurocentres Paris

IFALPES *

IS Aix-en-Provence

### Germany
did deutsch-institut Berlin

did deutsch-institut Frankfurt

did deutsch-institut Munchen

Eduard-von-Hallberger -Institut, Freudenstadt

EF Internationale Sprachschule Munchen

ESL PROLOG - Berlin **#**

Eurocentres Berlin

GLS Campus Berlin

### Greece
Doukas School - The Department of Foreign Languages

### Hungary
International House Budapest

### Ireland
Alpha College of English

Bridge Mills Galway Language Centre *

Centre of English Studies

Cork Language Centre International

Emerald Cultural Institute, Dublin *

Galway Cultural Institute

International House Dublin

### Italy
alpha beta piccadilly

British School of Trieste **F**

CLM-Bell

Dilit International House

EF Centro Linguistico, Rome

Eurocentres Firenze

International Language School S.r.l. Rome, Milan **#**

Lord Byron College

### Kazakhstan
Study Inn

### Kosovo
New Age School

### Latvia
Education Centre DURBE

### Libya
International House Tripoli *

### Luxembourg
PROLINGUA Language Centre

### Malta
EF International Language Centres, Malta

European School of English - Malta

### Montenegro

Oxford Centar International Language Centre - Podgorica

### Poland

Bell Warsaw

Gama College of English (formerly Bell Krakow)

### Qatar

Qatar International Academy for Security Studies (QIASS), Language School **\***

### Romania

Britanica Learning Centre (formerly Bell Bucharest)

International House Bucharest

### Russia

Liden & Denz Language Centre, Moscow

Liden & Denz Language Centre, St Petersburg

YES Yekaterinburg English School

### Serbia

Tom & Emma School of English

### Spain

Bourtsoukli Language School

British Institute of Seville **F**

CLIC-IH Sevilla

EF Centro Internacional de Idiomas, Madrid

EF ESCUELA INTERNACIONAL de ESPAÑOL SA, Barcelona

EF International Language Centres, Malaga

Hispania, escuela de español **\***

International House Barcelona

International House Madrid

International House Santander

International House Valladolid

Lacunza, International House - San Sebastian **F**

Lenguas Vivas **\***

Malaca Instituto

### South Africa

EF International Language School Cape Town

Good Hope Studies **#**

### Switzerland

Alpha Sprachstudio AG

Bell Switzerland SA

business language centre blc

ESL-Ecole Suisse de Langues

Eurocentres Foundation **F**

Eurocentres Lausanne

Hull's School Sprachen und Lernen GmbH

inlingua Sprachschule Basel

Language Studies International, Zurich

TLC - The Language Company

### Turkey

Izmir University of Economics - School of Foreign Languages

Yuce Schools

### Ukraine

Odessa Language Study Centre (OLSC)

### United Arab Emirates

Eton Institute (Dubai & Abu Dhabi)

International House Dubai **\***

### United Kingdom

Bloomsbury International

Centre of English Studies, Wimbledon

Centre of English Studies, Worthing

EF International School of English Cambridge

English in Action

Eurocentres Bournemouth

Eurocentres Brighton

Eurocentres Cambridge

Eurocentres London Central

Eurocentres London Eltham

Experience English: Edinburgh Language Centre

Experience English: English Language Centre York

Experience English: Hampstead School of English

Experience English: Manchester Academy of English **\***

International House London **F**

International House Newcastle

NILE, Norwich Institute for Language Education

NOVAMOVA International Language School

Oxford House College

Oxford House College, Oxford Centre

Richard Language College

St Giles International Eastbourne **\***

# Eaquals Membership (continued)     Joined 2013 * Joined 2014 to date #

## Associate Members

### Austria

CEBS - Center fuer berifsbezogene Sprachen *

### Bulgaria

OPTIMA, The Bulgarian Association of Quality Language Services

### Croatia

CAFL - The Association for Foreign Languages at the Croatian Chamber of Economy

PRIMA

### Czech Republic

ACERT - Association of Certified Language Schools (CZ)

### Former Yugoslav Republic of Macedonia

MAQS- Macedonian Association for Quality Language Services

### France

Centre International d etudes pedagogiques (CIEP)

### Germany

g.a.s.t. -TestDaF-Institut *

Goethe-Institut HQ

telc GmbH *

### Greece

QLS - Panhellenic Association of Accredited Quality Language Schools

### Ireland

Quality and Qualifications Ireland (QQI)

### Italy

AISLi, the Italian Association of Quality Language Schools

### Poland

PASE, Polish Association for Standards in Language Education

### Portugal

Camões, Instituto da Cooperacão e da Lingua

### Romania

Romanian Association for Quality Language Services (QUEST)

### Serbia

YALS (Association of Language Schools of Serbia)

### Spain

Instituto Cervantes

### United Kingdom

British Council

Cambridge English Language Assessment

City & Guilds

Foreign and Commonwealth Office Language Policy and Standards (FCO)

Guided e-Learning #

International House World Organisation

Oxford University Press *

Pearson Education

Trinity College London

## Project Partners

### Italy

Centro di Ricerca e di Servizio DITALS

CVCL (Universita per Stranieri di Perugia)

### Switzerland

Migros-Genossenschafts-Bund

### Turkey

School of Languages, Sabanci University

### United Arab Emirates

Zayed University

## Introduction

The members of the board, who are the directors of the company ("the association") for the purposes of UK company law and trustees for the purposes of UK charity law, present their statutory annual report which includes the information set out on pages 1 to 6 and the financial statements for the year ended 31 December 2013.

The financial statements have been prepared in accordance with the accounting policies set out on pages 24 and 25 and comply with the association's Articles of Association, applicable laws and the requirements of the revised Statement of Recommended Practice (SORP): Accounting and Reporting by Charities, issued in 2005.

All of the association's activities are charitable; the objects of the association are the advancement of education for the public benefit, in particular to improve the provision and quality of modern language education and cultural understanding for students of languages and cultures by:

- **developing and promoting quality standards for the teaching and testing of modern languages, cultural awareness and associated skills;**

- **providing accreditation against these standards for providers of language education and related services;**

- **providing training and support for teachers and others working in the field of modern languages with a view to furthering their professional development so as to raise language teaching standards worldwide; and**

- **developing and producing materials and tools to improve language teaching.**

As a not for profit association we have no shareholders to fund; our financial surplus is available to fund future developments.

Eaquals (Evaluation and Accreditation of Quality Language Services) was founded in 1991 as the European Association for Quality Language Services. The name was later changed to reflect Eaquals development worldwide.

Following a review of governance issues in 2011, this company was registered with UK Companies House on 3 August 2011 and accepted as a charity by the UK Charity Commission on 25 August 2011. The members agreed at a General Meeting held in Trieste on 11 November 2011 to adopt this company and it started to trade on 1 January 2012.

A resolution to reappoint Garside & Co as independent examiner will be proposed at the forthcoming Annual General Meeting.

# Inspection, accreditation and support for quality development

Accreditation by Eaquals is the primary way in which language education institutions anywhere in the world can demonstrate their achievement of high international standards.  Membership of Eaquals is awarded after a rigorous inspection based on transparent criteria and a re-inspection is held every four years.  The process is designed to assist language centres to attain and maintain quality standards, and independent consultancy advice is provided where required, in particular for institutions newly seeking accreditation.

Where educational groups with multiple teaching centres already have internal quality control processes that meet our criteria, we work closely to support and complement these and avoid duplication.  For example Eaquals inspection of a number of independent IH schools is carried out jointly with the International House World Organisation.

The inspection scheme is regularly reviewed to ensure it remains fit for purpose and in 2013 it underwent a comprehensive updating process, in consultation with the board and members. The main categories of Eaquals quality standards, within each of which there are detailed assessment criteria, are:

1.  **management and administration;**
2.  **teaching and learning;**
3.  **academic management systems;**
4.  **assessment and certification;**
5.  **academic resources;**
6.  **learning environment;**
7.  **client services;**
8.  **quality assurance;**
9.  **staff profile and development;**
10. **staff employment terms;**
11. **internal communications;**
12. **external communications.**

Eaquals inspectors are themselves professionals with experience of both teaching and management of language schools, and attend initial training and regular standardisation sessions.

The Accreditation Panel members are appointed by the board.  The panel oversees the development of the inspection scheme and decides the outcome of each inspection. The panel met twice in 2013.

Membership of Eaquals offers our accredited institutions support in attaining excellence, setting them apart from others in their field.  Our inspection process also offers groups of centres a reliable and straightforward way to ensure common quality standards across national boundaries.

While national accrediting bodies may concentrate on their home language, Eaquals accredits teaching and teacher training across every language (currently 28 – see website for details).

We assist member institutions with manager and staff training, and with consultancy and advice on academic and general management, offering them a range of online and printed resources.  The Eaquals English Campus blended learning software is available for the use of accredited centres.

## Associate Members and Project Partners

Apart from the providers which are accredited members of the Association, Eaquals has 27 Associate Members representing 16 countries between them. These comprise a uniquely diverse group of organisations involved in language education ranging from national associations of language education providers to national public sector bodies responsible for promoting language and culture (for example, the Goethe-Institut, the Instituto Cervantes and the British Council), language examination providers, publishers of language learning materials, a department of the UK Foreign Office, and a French government institution for language study and research.

In addition, there are 5 organisations (from 4 countries) which are Project Partners, all but one of which is a university language department.

## Conferences

Eaquals endorses the principles formulated on Language Learning for European Citizenship by the Council of Europe:

- **to increase mutual knowledge and understanding among all European people;**

- **to increase the quantity and quality of international cooperation; and**

- **to combat prejudice and intolerance towards people of different languages and cultures.**

Our conferences are attended by a wide range of member delegates including directors, academic and business managers and those responsible for teaching and course design. Eaquals conferences are also open to any non-member language education professionals (except some member only sessions) who pay a higher registration fee.

The 2013 Eaquals International Conference ("Effective Language Centre Management") and the Annual General Meeting were held in Dublin, Ireland from 18 to 20 April, hosted by a group of Irish members and attended by over 220 registrants. The programme of workshops, presentations and plenaries included CSR, effective quality management and review processes, continuous professional development programmes for teachers, CLIL, and digital technology for learners as well as marketing and business issues. Eaquals inspectors attended additional training and standardisation sessions.

The 2013 Eaquals Members Meeting was held from 21 to 23 November, hosted by Eurocentres London Central, UK and attended by over 90 representatives of members. The meeting launched four themes: Best practice in quality management; Best practice in the classroom; CEFR, curriculum and assessment; and Business and marketing management. The event provided information on practical Eaquals resources available to members in these areas.

Our conference programmes are planned to be relevant both to language education professionals in all sectors, both state – supported and privates, and topics are relevant to those teaching local students as well as those teaching students from abroad.

Eaquals conferences are conducted using English as the common language. Presenters may use another language in which case interpretation is provided. Apart from the formal professional development sessions, a major benefit is the opportunity to network with fellow professionals involved in international language education.

# Projects

In 2013 Eaquals was a partner in three EU-funded projects, 2 of which successfully concluded this year:

## The European Profiling Grid (EPG) project

Eaquals was a key partner in this European Union Education and Culture directorate Lifelong Learning Programme: Leonardo da Vinci 'transfer of innovation' project lasting for two years from 2011 to 2013 and co-funded by the French national agency 2E2F. EPG Project partners, 10 of whom are Eaquals members, were:

- **Centre international d'études pédagogiques (CIEP), France (consortium leader)**
- **Eaquals**
- **British Council, UK**
- **Instituto Cervantes, Spain**
- **Bulgarian Association for Quality Language Services (Optima), Bulgaria**
- **Goethe-Institut e.V., Germany**
- **Center für berufsbezogen Sprachen (CEBS, teacher training centre), Austria**
- **ELS-Bell Education Ltd (ELS Bell), Poland**
- **Università per Stranieri di Siena, Italy**
- **Hogeschool van Amsterdam DOO, Netherlands**
- **Sabanci Üniversitesi, Turkey**

The project's aim was to improve the quality and effectiveness of language training by providing an instrument that would focus on language teaching competences and aid the mobility of language teachers. A draft Profiling Grid, formerly the Eaquals Profiling Grid for Language Teachers, already existed. It was developed by Eaquals and Optima to support their work in auditing the quality of language education providers. The main objective of this project was to test the pilot grid among employers of language teachers, teacher trainers and teachers themselves, in order to develop a definitive version of the Grid and a User Guide. Outcomes:

- **The European Profiling Grid (version 1.0) – in Bulgarian, Dutch, English, French, German, Italian, Spanish, Dutch, Polish, and Turkish**
- **The glossary and User Guide in English, French, German and Spanish**
- **The e-Grid in English, French, German and Spanish – an interactive electronic tool**

The final version is a unique tool containing an overview of the key competencies required to teach foreign languages effectively. The EPG is a significant contribution to the raising of awareness of language teaching competences and teaching quality, as well as an important aid to language teacher development and training. The project has brought an important Eaquals resource into the public domain and thereby enhanced the profile of Eaquals internationally.

Eaquals is very grateful to all partners and to the many institutions and individuals that contributed to the validation process.

**The e-Grid:** http://egrid.epg-project.eu/en
**Project website:** http://www.epg-project.eu/the-epg-project/

## Quality Guidelines (QuaG) project

This was also an EU Leonardo da Vinci 'transfer of innovation' project lasting for two years from 2011 to September 2013. It focused on general adult education and training, and was led by a German consultancy organisation, RKW. It links to another area of Eaquals' work, participation in the development of ISO standards for non-formal education and training. The project focused on the broad field of vocational and adult education and training, including training for the corporate sector, of which language training forms an important part.

Its purpose was to test and revise the already existing Quality Guidelines developed by RKW, which contain recommendations for the planning and management of transnational education, with a view to improving and updating them, and making them available for wider use together with a user guide.

The project resulted in the publication of revised and improved Guidelines, providing a useful aid to those learning service providers (LSPs) involved in collaborative ventures. The Quality Guidelines are linked to ISO 29990:2010 'Learning services for non-formal education and training -- Basic requirements for service providers'. They include key issues such as the intercultural competences needed for successful international partnerships and communications within the partnership.

**Project website:** http://www.quag.eu/

## Network of European Language Labelled Initiatives and Projects (NELLIP) project

The NELLIP project is for 3 years from January 2012 and has three main objectives:

- **to promote the networking and creation of synergies among language learning initiatives having received the European Language Label with the aim of enhancing their impact, transferability potential and sustainability;**

- **to promote the adoption of a joint methodology that will encourage the effective planning and implementation of high quality language learning initiatives according to the quality criteria used for the assessment of initiatives that are awarded the European Language Label;**

- **to disseminate information about the European Language Label initiative among language learning providers.**

The project is led by an Italian organisation, PIXEL, with partners from Spain, Finland, Sweden, Bulgaria, Lithuania, Romania (both members of Eaquals Associate Member, QUEST) and Ireland. Eaquals has focussed mainly on projects that have been awarded the label in the UK and Germany.

# Partnerships

Eaquals is proud to work with other important organisations to promote the provision and quality of modern language education. In some cases there are specific co-operation agreements or partnership arrangements:

## The Council of Europe

Eaquals has participatory status with the Council of Europe to advise as an NGO on language issues, and has worked closely with its Language Policy Unit on developments related to the Common European Framework of Reference for Languages: Learning, Teaching, Assessment (CEFR), the European Language Portfolio, and language provision for adult migrants.  We have worked under Council of Europe auspices on the preparation of CEFR user guides.

## National ELT Accreditation Scheme (NEAS)

NEAS is the Australian ELT (English Language Training) accreditation scheme which accredits ELT centres in private and public universities, vocational colleges and schools as well as private ELT centres.  Eaquals and NEAS organised together with Accreditation UK an international symposium on 'Quality Assurance in Language Education' in 2011.

## The European Centre for Modern Languages (ECML), Graz

Eaquals is a member of ECML's Professional Network Forum. Eaquals inspectors and member representatives have played a key role in several recent ECML projects.

## The International Organisation for Standardisation (ISO)

Eaquals has liaison status with two ISO technical committees, ISO/TC 176, which is responsible for ISO 9001 and related management system standards, and ISO/TC 232, which is developing standards for 'non-formal' education and training, including ISO 29990 'Learning services for non-formal education and training - Basic requirements for service providers', published in 2010. Eaquals is represented on ISO/TC 232, which has now completed a specific standard for providers of language learning services, expected to be published in mid 2014.

## The Association of Language Testers in Europe (ALTE)

Eaquals and ALTE co-operated to develop the Eaquals-ALTE European Language Portfolio (ELP) and the first electronic ELP to be accredited by the Council of Europe.

## Japan Association for Management of Training and Education (JAMOTE)

Eaquals and JAMOTE have worked closely together on the development of ISO 29990, a new standard for providers of learning services in the non-formal sector. In addition JAMOTE and Eaquals have co-operated to run several seminars in Japan on quality assurance in education and training, including language education.

## The International Forum for the Certification of Educational Services (IFCES)

IFCES was founded in 2011 by an international group of organisations, led by JAMOTE and Eaquals. Its purpose is to focus on creating new and better means of carrying out conformity assessment in the educational sector.

# Recognition and participation in the wider community

Governments, clients for language courses including parents, teachers, companies and marketing agents in other countries all rely on Eaquals accreditation to assure quality across national boundaries. The Eaquals website course-finder section promotes accredited members' courses.

One of the main strengths of Eaquals is our ability to accredit quality across brands and education sectors so that those looking for excellence can recognise it, whether provided by a big chain of providers or a single institution.

Eaquals schools are recognised by CSN – the Swedish Board of Higher Education for the allocation of study abroad loans and grants. In Italy the Progetto Lingue 2000 gives credit to Eaquals courses. In Switzerland a number of companies require Eaquals certification for in-company language teaching.

In order to promote Eaquals, our members and our wider quality language teaching objectives, Eaquals was represented at the following (acronyms expanded below unless already explained earlier in this report):

## Events in 2013

22 January
**Berlin**

Workshop on the Quality Guidelines: organised by Eaquals as part of the QuaG Leonardo da Vinci Project.

1-2 March
**Bucharest**

Conference: Languages for Specific Purposes and Teacher Development, including two plenary sessions by Eaquals board members and a QuaG project workshop organised by Eaquals with IH Bucharest.

12-13 March
**Riga**

Quality Guidelines Project consortium meeting – to review feedback and plan the User Guide.

16 March
**Prague**

Conference of ACERT Association of Certified Language Schools, associate member of Eaquals.

14-16 March
**Dubai**

TESOL Arabia conference (Teachers of English to Speakers of Other Languages professional association), continuing to raise Eaquals' profile and contacts in this region.

16-18 March
**Hyderabad**

3rd English Teacher Educators' Conference, India, presentation on Eaquals and the European Profiling Grid.

18-19 March
**Sèvres**

Associate member CIEP seminar on 'l'assurance qualite dans l'enseignement du francais langue etrangere' (quality assurance in the teaching of French as a foreign language) - presentation on Eaquals accreditation and comparison with other schemes.

27 March
**Podgorica**

Seminar on 'Quality Assurance in English Language Teaching' organised by the British Council for Ministry of Education officials and representatives of state and private education institutions. Eaquals was invited to present 'European standards in language teaching: case studies and best practice'.

9-12 April
**Liverpool**

IATEFL Conference, Liverpool. Eaquals delivered a workshop on the European Profiling Grid Project and Eaquals' role in it as a means of raising our profile at this key international language education event.

## Events in 2013 (continued)

27-30 April

**Lisbon**

Eaquals gave a plenary presentation at the International House Directors' Conference to raise the profile of Eaquals among IH institutions worldwide.

10-11 May

**Warsaw**

PASE (Polish Association for Standards in Language Education) annual conference, organised by Eaquals' associate member. Eaquals renewed contact with the association's accredited members.

10-11 May

**Antalya**

Presentation of Eaquals and our Accreditation Scheme at an Oxford University Press conference for Turkish university language departments, where the higher education sector is looking for international accreditation.

15-16 May

**London**

Eaquals was represented at the English UK Conference, a key event in the calendar for UK English language centres.

23-24 May

**Besançon**

Workshop on "Training Trainers" delivered at the Centre de Linguistique Appliqué at the University of the Franche Comté.

27-31 May

**Tunisia**

We delivered two training sessions on "Applications of the CEFR", for inspectors of education at the invitation of the British Council.

6-7 June

**London**

Meeting of European Profiling Grid project partners at the British Council's headquarters. The purpose was to review progress on the user guide, and translations of the Grid into 8 languages, and to plan the autumn EPG training workshops and final seminar.

17-18 June

**Helsinki**

NELLIP project consortium meeting. The aim was to review progress on the preparation of guidelines on project quality and management, and to plan future workshops.

21 June

**Osaka**

Presentation on the European Profiling Grid and Eaquals at the Education Expo fair.

22 June

**Tokyo**

Presentation on the role of competence frameworks in training and human resources at a symposium organised by Waseda University and the Japan Association for Management of Training and Education, JAMOTE.

1 July

**Krakow**

The Jagiellonian University Language Centre invited Eaquals to present its accreditation scheme and activities to the Vice-Rector and academic staff.

23 August

**Varna**

QuaG project meeting to review documentation and discuss dissemination of the Quality Guidelines.

**30 August**

## London

GAELA (Global Alliance of Education and Language Associations); this is the annual meeting of national associations of schools in the language travel sector, several of whom also run national quality assurance schemes.

**31 August -1 September**

## London

ALPHE agents workshop: one of the annual fairs at which providers of language travel services meet agents from originating countries all over the world. It is an opportunity for Eaquals to meet language centre managers, and to make Eaquals' work better known to education agents. At the ALPHE event on 31 August, two Eaquals accredited schools were selected for STM STAR awards and we warmly congratulate:

- **GLS Campus, Berlin, Germany**
  STM Star Award for best German Language School

- **Malaca Instituto, Malaga**
  STM Star Award for best Spanish Language School

Five more accredited Eaquals members were shortlisted.

**10-13 September**

## Istanbul

EAIE, the European Association of International Education annual conference is the largest university networking event for those involved in international education. Eaquals attended to raise our profile among higher education institutions and their language centres.

**11 September**

## Paris

Presentation on Eaquals to representatives of the Agence Universitaire de la Francophonie (international association of universities with courses in French) and the Institut Français.

**13 September**

## Sèvres

The first of a series of training and information events was held at the Centre International d'Etudes Pédagogiques in French, to launch the final version of the European Profiling Grid and promote its use. These events were led and hosted by the lead project partners and attended by both state and private sector language education providers, including a large number of academics from university language departments.

**16 September**

## Munich

EPG training and information events was held at the Goethe Institut in German.

**17-19 September**

## Shanghai

Meeting of ISO TC232 and final meeting of working group on the standard for providers of language learning services (Eaquals and the EPG are referred to in an annexe).

**26 September**

## Belgrade

European Day of Languages conference

**27 September**

## Madrid

EPG training and information event in Spanish at Instituto Cervantes.

**11 October**

## Sofia

EPG training and information event.

**15 October**

## Manchester

EPG training and information event at the British Council.

## Events in 2013 (continued)

16-17 October

**Ljubljana**

A workshop and meetings with the Centre for Slovene Studies on quality in courses for adult migrants (based on an amended version of the Eaquals self-assessment handbook).

21-22 October

**Sèvres**

Formal launch of the EPG at a 2-day international seminar, attended by the project partners and over 60 international participants.

3-5 November

**Berlin**

ICEF agent workshop, Berlin; like ALPHE, but much larger, this is a fair to bring providers of language travel services together with their commercial representatives. Eaquals representatives were able to renew contact with many language education providers interested in joining and also handle many new enquiries. A seminar explaining the academic and commercial benefits of Eaquals was given by staff of the Experience English group, accredited members of our association.

12-13 November

**Florence**

NELLIP consortium meeting to review and continue work on the NELLIP Project.

14-15 November

**Florence**

ICT in Language Education conference – presentation on the EPG and workshop on quality in project management.

18 November

**Webinar**

Assessing language teacher competences and the EPG

# Strategic report

Following a survey in 2012 of the views of accredited members on a wide range of current issues, the board approved a development strategy in 2013 comprising the following main objectives:

- **Eaquals will secure its future by strategic growth in the number of accredited members;**

- **Eaquals will enhance its profile, influence and reputation for academic excellence by strategic growth in the numbers and range of associate members;**

- **Eaquals will continue to raise its academic profile and increase its influence by promoting high quality standards;**

- **Eaquals will provide value for money and tangible benefits to its members in order to promote its charitable purpose.**

The strategy was presented in detail by the Executive Director for discussion by the members at the April 2013 conference.

The board members have ensured that all activities throughout the year have been in the interest of public benefit. The board members confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

## Specific achievements in 2013

Eaquals was responsible for or contributed to the following achievements:

**In partnership with others:**

- As part of the EPG project, design and management of an intensive programme of field-research to validate the European Profiling Grid for language teachers originally developed by Eaquals. The research was managed by Eaquals and involved over 1,000 language teachers, 100 teacher trainers and 60 academic managers. The project resulted in a validated Grid in 9 languages, an interactive electronic e-Grid in 4 languages and a User Guide in 4 languages

- Dissemination of the EPG resources in 5 countries at a series of public seminars and workshops

- Award of a 2013 European Language Label to the EPG. The European Language Label recognises only the most innovative language projects and the EPG was selected from 100 other candidates.

- As part of the QuaG project, delivery of Guidelines on quality in international partnerships in education and training and a user's compendium;

- As part of the NELLIP project, preparation of national reports on the implementation of the EU's European Language Label award scheme in the UK and Germany, and of a set of Guidelines on quality in language education projects.

- Creation within the Council of Europe's website of a dedicated web section on the linguistic integration of adult migrants;

- Completion of an ISO international service standard for language learning services;

**Internally:**

- Sarah Aitken was appointed to the new role of Executive Director starting on 4 March 2013.

- Implementation of a system and resources for in-house assessment of language learning for accredited members, according to the principles of the CEFR.

- Delivery of the Eaquals Framework for Language Teacher Training & Development – a complementary resource to the EPG

- Completion of new resources for members' use in assessing Listening and Reading according to CEFR levels

- Comprehensive update and revision of the Eaquals inspection scheme

- Launch of a project to develop quality standards for the teaching of languages using online and blended learning methods

- Launch of a major new project to develop a Core Inventory for French – a practical tool for the application of the CEFR for the French as a foreign language classroom

## Objectives for 2014

The association's main objectives for 2014 are:

- **To promote high quality standards by providing more support to Eaquals members; we are engaged in a continuing review of potential development areas;**

- **To continue to grow the association by increasing the number of accredited and associate members;**

- **To develop consultancy services in specific areas of expertise;**

- **To successfully deliver the April 2014 Eaquals International Conference in Budapest and the November 2014 Members Meeting in Belgrade;**

- **To improve communication about Eaquals activities to members, potential members and stakeholders;**

- **To issue a thoroughly updated version 7 of the Eaquals inspection scheme, including standards for blended learning and online programmes to increase effectiveness; and**

- **To operate more effectively by revising our internal management arrangements through our Executive Director.**

Further details and website links for all Eaquals activities can be found on our website: **www.eaquals.org**

The association is very grateful to the many members who voluntarily give a good deal of their time without charge to Eaquals activities, and also in many cases to their employers for their support; without this work Eaquals could not operate.

## Reserves

The association's reserves are constituted wholly by unrestricted funds and are all free reserves. As at 31 December 2013 the reserves stood at €129,902. The association pursues a policy of maintaining the reserves in order to support the ongoing activities.

The board maintains a planned level of cash, taking account of our charitable purpose, operational and financial risks and seasonal fluctuations, and cash which may be needed for future developments.

## Risk management

The board has conducted an annual review of the major risks faced by the association and has taken appropriate steps to mitigate risks.  The main financial risk, as identified by the board, lies in the continued support by member organisations; the board closely monitors member feedback and levels of new applications, and takes steps to maintain and enhance the association's activities.

The board has considered the issues raised in Going Concern and Liquidity Risk: Guidance for Directors of UK Companies 2009 issued by the UK Financial Reporting Council.  The board has reviewed the main trends and factors affecting future developments, Eaquals performance and the external language teaching environment, and has drawn up detailed financial projections.  The board is satisfied that the association is a going concern.

# Structure and governance

## Voting members

The association is governed by its Articles of Association as at registration on 3 August 2011 and also by its Membership Rules.

Eaquals is ultimately controlled by its voting members who elect board members at the annual general meeting and also determine any changes to the constitution.  There are two types of voting members: accredited members and associate members.  All members are expected to participate, particularly in the annual conferences and general meetings.

Accredited members are language schools which have reached the necessary quality standards as determined through the regular inspection process.  There are currently 115 accredited members as listed on pages 3 to 5, of which we are delighted to welcome 12 which have joined Eaquals since 1 January 2013 (marked *) plus 3 since 1 January 2014 (marked #).  Only accredited members may use the Eaquals logo.

Associate members are other organisations involved in the promotion of language teaching but not offering direct teaching themselves; the 27 associate members are listed on page 6.  Admission as an associate member requires nomination by a steering group and approval by the board.

## Board

There must be at least 5 but no more than 11 board members elected by the voting members for terms of up to two years, including the Chair, 2 Vice-Chairs and Treasurer.  In addition the board may co-opt up to 4 additional members.

The board exercises its responsibilities with the aid of an Executive Committee.  This comprised Ludka Kotarska, Brian North (to 19 April 2013), Mila Angelova (from 19 April 2013), Walter Denz and Ian Powney.  The Executive Committee met 5 times in 2013.

# Statement of board members' responsibilities

The board members (who are also directors of the association) are responsible for preparing the board report and the financial statements in accordance with applicable law and regulations.  Company law requires the board members to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law.

Under company law the board members must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the association and of its net incoming resources for that period.  In preparing these financial statements, the board members are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the UK Charity Statement of Recommended Practice (SORP);

- make judgments and estimates that are reasonable and prudent;

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the association will continue to operate.

The board members are responsible for keeping proper accounting records that are sufficient to show and explain the association's transactions and disclose with reasonable accuracy at any time the financial position of the association and enable them to ensure that the financial statements comply with the UK Companies Act 2006. They are also responsible for safeguarding the assets of the association and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as each of the board members is aware:

- there is no relevant information of which the association's independent examiner is unaware; and

- each of the board members has taken all steps that he/she ought to have taken to make himself/herself aware of any relevant information and to establish that the independent examiner is aware of that information.

The board report including the strategic report on pages 17 to 19 was approved by the board on 14 March 2014 and signed on its behalf by:

**Ludka Kotarska**,
Chair

# Independent examiner's report to the board of Eaquals

I report on the accounts for the year ended 31 December 2013 set out on pages 22 to 26.

This report is made solely to the charity's board, as a body, in accordance with section 154 of the Charities Act 2011, My examination has been undertaken so that I might state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's board as a body, for my examination, for this report, or for the opinions I have formed.

## Respective responsibilities of board members and examiner

The association's board members (who are the directors for the purposes of UK company law and trustees for the purpose of UK charity law) are responsible for the preparation of the accounts. The board members consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required (confirmed by the members at a general meeting). The association's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England & Wales.  Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act;

- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and

- to state whether particular matters have come to my attention.

## Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission.  An examination includes a review of the accounting records kept by the charity (the association) and a comparison of the accounts presented with those records.  It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as board members concerning any such matters.  The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

## Independent examiner's statement

In connection with my examination, no matter has come to my attention: (1) which gives me reasonable cause to believe that, in any material respect, the requirements (a) to keep accounting records in accordance with Section 386 of the UK Companies Act 2006; and (b) to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Stephen Garside BSc FCA**
Chartered Accountant
Garside & Co LLP  6 Vigo Street   Mayfair  London  UK  W1S 3HF
**18 March 2014**

## Statement of financial activities incorporating an income and expenditure account

Year ended 31 December 2013

| | Note | Restricted funds 2013 (note 3) | General fund 2013 | Total 2013 | Total 2012 |
|---|---|---|---|---|---|
| | | € | € | € | € |
| **Incoming resources from generated funds:** | | | | | |
| bank interest receivable | | - | 238 | 238 | - |
| **Incoming resources from charitable activities** | | 39,733 | 436,298 | 476,031 | 429,104 |
| **Total incoming resources** | | 39,733 | 436,536 | 476,269 | 429,104 |
| **Resources expended** | | | | | |
| Charitable activities | | 52,977 | 357,345 | 410,322 | 322,711 |
| Transfer Eaquals contribution | 3 | (13,244) | 13,244 | - | - |
| Governance costs | | - | 26,009 | 26,009 | 16,429 |
| **Total resources expended** | | 39,733 | 396,598 | 436,331 | 339,140 |
| **Net incoming resources** | 4 | - | 39,938 | 39,938 | 89,964 |
| **Funds brought forward** | | - | 89,964 | 89,964 | - |
| **Funds carried forward** | | - | 129,902 | 129,902 | 89,964 |

There are no recognised gains or losses for the year other than as shown above and all activities are continuing activities.

The comparative figures for 2012 are for the period from incorporation on 3 August 2011 to 31 December 2012.

The notes on pages 24 to 26 form part of these financial statements.

# Balance sheet

As at 31 December 2013

|  | 2013 | 2013 | 2012 |
| --- | ---: | ---: | ---: |
|  | € | € | € |
| **Current assets** | | | |
| Debtors | | | |
| - Trade debtors | 15,273 | | 16,607 |
| - Prepayments | 15,656 | | 14,662 |
| Short term deposits | 160,190 | | - |
| Cash at bank and in hand | 20,644 | | 114,624 |
| | | 211,763 | 145,893 |
| **Current liabilities** | | | |
| Creditors: amounts falling due within one year | | | |
| - Trade creditors | 39,885 | | 19,377 |
| - Accruals and income received in advance | 41,976 | | 36,552 |
| | | 81,861 | 55,929 |
| **Net assets** | | 129,902 | 89,964 |
| **Total funds: all general fund (unrestricted)** | | 129,902 | 89,964 |

The notes on pages 24 to 26 form part of these financial statements.

The charitable company (the association) is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2013.  The members have not required the association to obtain an audit of its financial statements for the year ended 31 December 2013 in accordance with Section 476 of the Companies Act 2006.

The board members acknowledge their responsibilities for:

a)  ensuring that the association keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and

b)  preparing financial statements which give a true and fair view of the state of affairs of the association as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the association.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved and authorised for issue by the board on 14 March 2014 and were signed on its behalf by:

**Ian Powney**

Treasurer

# Notes to the financial statements

Year ended 31 December 2013

## 1. Accounting policies

### Basis of financial statements

The financial statements have been prepared under the historical cost convention, comply with the revised Statement of Recommended Practice (SORP): Accounting and Reporting by Charities issued in March 2005, the UK Companies Act 2006, and applicable UK accounting standards.

Having reviewed the financial position, the board has a reasonable expectation that the association has adequate resources to continue its activities for the foreseeable future.  Accordingly it continues to adopt the going concern basis in preparing the financial statements.

### Fund accounting

The general fund represents unrestricted funds and is available for use at the discretion of the board in furtherance of the charitable objectives of the association.

Restricted funds are for projects partly funded by an external partner for particular purposes.

### Incoming resources

Charitable income for the general fund comprises membership fees, income from conferences and other member services, additional inspections, consultancy, donations and transfers from a predecessor organisation made under charity gift aid, and is accounted for on the accruals basis.

Charitable income for restricted funds comprises grants from external organisations towards projects and is accounted for on the basis of cash received.

### Resources expended

Charitable activities result in expenditure related to the direct furtherance of the association's charitable objectives. Expenditure from the general fund is accounted for on the accruals basis.  Expenditure for restricted funds is accounted for to correspond with cash received for projects; any additional project expenditure is charged to the general fund.

Support costs are allocated directly to the association's charitable activities. Governance costs relate to compliance with constitutional and statutory requirements.

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the company to the expenditure.

### Trade debtors

Trade debtors are amounts due for payment.

### Foreign exchange

Monetary assets and liabilities denominated in foreign currencies are translated into euros at the rate of exchange ruling at the balance sheet date. Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of the transaction. Exchange gains and losses arising on transactions in the year are recognised in the Statement of Financial Activities.

### Taxation

The association is a registered UK charity. It is not liable to income tax or corporation tax on income derived from its charitable activities.

As an educational body the association is exempt from charging value added tax (VAT) on its services. Where appropriate, expenditure is inclusive of irrecoverable VAT.

## 2. Board member remuneration

The board members neither received nor waived any remuneration during the year in relation to their duties as board members. As permitted by the Articles of Association, the following board members were remunerated in 2013 for work carried out on projects and as inspectors:

|  | Projects | Inspections |
| --- | --- | --- |
|  | € | € |
| Mila Angelova | - | 1,440 |
| Frank Heyworth | 893 | 1,200 |
| Ludka Kotarska | 5,462 | 720 |
| Brian North | 1,800 | - |
| Jo Watson | - | 3,595 |

12 board members were reimbursed travelling expenses of €26,192 during the year in relation to their duties as board members (2012: 9 board members were reimbursed €14,123). In addition, 2 board members were reimbursed €1,780 for travelling expenses relating to projects (2012: 2 board members were reimbursed €1,033), and 3 board members were reimbursed €3,808 for travelling expenses relating to inspections (2012: 3 board members were reimbursed €2,658).

## 3. Restricted funds (projects)

|  | Charitable Income | Charitable Expenditure | Eaquals Contribution |
| --- | --- | --- | --- |
|  | € | € | € |
| **Income and expenditure in 2013:** | | | |
| European Profiling Grid (EPG) | 10,605 | 14,140 | 3,535 |
| Quality Guidelines (QuaG) | 13,049 | 17,399 | 4,350 |
| Network of European Language Labelled Initiatives and Projects (NELLIP) | 16,079 | 21,438 | 5,359 |
| **Total income and expenditure in 2013** | **39,733** | **52,977** | **13,244** |

# Notes to the financial statements (continued)

### 4. Net incoming resources is stated after:

|  | € |
|---|---|
| Independent examiner's remuneration | 1,800 |

### 5. Capital commitments

There were no capital commitments at 31 December 2013.

### 6. Share capital

The association is limited by guarantee and does not have share capital. Members are not entitled to any dividends or to a share in the assets on dissolution. Each member undertakes to contribute up to a maximum sum of €1 on winding up. Each member has one vote. There were 138 members as at 31 December 2013.

**www.eaquals.org**