

The Eaquals Guarantee for Language Centres

An Eaquals-accredited Language Centre undergoes regular inspections to verify that:

- It meets a **high standard of professional conduct and integrity** in all aspects of its operations
- It offers **high quality language learning programmes**, within a clearly organised curriculum framework, specified programmes' objectives and learning outcomes
- Assessment systems are fully transparent, effective and aligned to programmes' objectives and learning outcomes
- All **facilities, resources and materials** for language learning including any e-learning platforms, meet students' needs and the purpose of the course of language studies
- All **promotional materials** used are factual, complete and can be easily understood; they give a full and transparent account of all courses and programmes offered including all matters connected with admission, assessment, progression, discipline and completion, and if applicable costs involved
- It provides a **work and study environment in which there is no discrimination of any kind** against students, staff or other stakeholders on grounds of gender, age, sexual orientation, race or religion; the institution attempts to make provision for persons with special needs of any kind
- It provides a **high level of support and advice to** students in all matters relevant to their course of language studies; this includes academic counselling, guidance towards successful of completion of the course of studies
- There are opportunities to give **regular feedback** and there is transparent information on procedures for dealing with problems
- All those employed by the institution are **competent and appropriately trained and supervised**
- All teachers or trainers are **qualified and experienced** in teaching the languages offered; they are supervised by appropriately qualified academic managers
- **Regular support and appropriate and effective Continuing Professional Development training** is offered to all administrative, teaching and training staff
- All staff have a **written contract or letter of agreement** specifying the terms of their employment. Terms and conditions of employment are fair and reasonable; they comply with, or exceed, all relevant local or national regulations and standards