Eaquals

A company limited by guarantee

Board report and financial statements

Year ended 31 December 2014

Company registration number (England and Wales)	7727406
Charity registration number (UK)	1143547

Evaluation and Accreditation of Quality in Language Services

Eaquals   www.eaquals.org

Email: info@eaquals.org   Postal address: PO Box 95 Budapest H-1301 Hungary   Eaquals is a registered UK charity 1143547

Eaquals is a company limited by guarantee and registered 07727406 in England & Wales at 16 Stukeley Street, London, UK, WC2B 5LQ

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Board report
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Board members	Richard Rossner (elected Chair 25 April 2014)
	Ludka Kotarska (to 25 April 2014, Chair) (ELS-Bell Poland)
	Mila Angelova (Vice-Chair) (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 (PASE, Polish Association)
	Wojciech Graniczewski (to 25 April 2014)
	(Gama College of English)
	Frank Heyworth (to 25 April 2014)
	Brian North (Eurocentres Foundation)
	Justin Quinn (elected 25 April 2014)
	(Centre of English Studies, Ireland)
	Joanna Watson

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

The Eaquals Ombudsman	Hans W Blaasch

Executive Director	Sarah Aitken
Director of Accreditation,	Susanna Dammann (to 30 September 2014)
Training and Consultancy	James Douglas (from 1 October 2014)
Services Manager	Anna Andor
Administrative Assistant	Vivi Koszegi

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Registered office	16 Stukeley Street, Covent Garden, London UK WC2B 5LQ
Secretariat	P O Box 95, Budapest H-1301, Hungary
Website	www.eaquals.org
Company registration number	7727406, incorporated on 3 August 2011 (England and Wales)
Charity registration number	1143547 (UK)
Independent examiner	Julian Flitter FCA Goodman Jones LLP, 29/30 Fitzroy Square, London UK W1T 6LQ
Solicitors	Russell-Cooke, 2 Putney Hill, Putney, London UK SW15 6AB
Bankers	Barclays Bank, 1 Churchill Place, Canary Wharf, London UK E14 5HP

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Board report
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Eaquals Membership

Founder F Joined 2014 Joined 2015 to date#*

ACCREDITED MEMBERS

Austria
Beckley Institute (formerly Eton Institute, Vienna)

Bosnia and Herzegovina
Anglia V
Cambridge Centar
DIALOGOS

Bulgaria
AVO-Bell Language and Examination Centre

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

Croatia
KEZELE-School of Foreign Languages and Business
Communication
LinguaPax Language School *
Skola stranih jezika – Ziger

Cyprus (North)
Girne American University Foundation English School

Czech Republic
AKCENT International House Prague

Egypt
International House Cairo

France
alpha.b 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
I.L.A. (Institut Linguistique Adenet)/Easy French *
IFALPES
IS Aix-en-Provence

Germany
ALPADIA Berlin (formerly ESL-PROLOG Berlin) *
did deutsch-institut Berlin
did deutsch-institut Frankfurt
did deutsch-institut München
Eduard-von-Hallberger-Institut, Freudenstadt
EF Internationale Sprachschule München
Eurocentres Berlin
GLS Campus Berlin- International House

Greece
Bourtsoukli Language Centre
Doukas School - The Department of Foreign Languages

Hungary
International House Budapest

Ireland
ACET (Cork Language Centre International)
Alpha College of English
Bridge Mills Galway Language Centre
Centre of English Studies
Cork English College*
Emerald Cultural Institute, Dublin
Galway Cultural Institute
International House Dublin
SEDA College*
Swan Training Institute*

Italy
alpha beta piccadilly
British School of Trieste   **F**
CLM-Bell
Di.L.It. International House
EF Centro Linguistico, Rome
Eurocentres Firenze
International Language School S.r.l. Rome, Milan *
Lord Byron College

Kazakhstan
InterPress-International House, Almaty *
InterPress-International House, Astana *
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
International House Malta-Gozo *
Maltalingua School of English *
NSTS English Language Institute *

Montenegro
Oxford Centar International Language Centre

Poland
Gama College of English (formerly Bell Krakow)

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

Romania
Britanica Learning Centre (formerly Bell Bucharest)
International House Bucharest

Russia
Derzhavin Institute *
Liden & Denz Language Centre, Moscow
Liden & Denz Language Centre, St Petersburg

Serbia
Tom & Emma School of English

South Africa
EF International Language School Cape Town
Good Hope Studies *

Spain
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
Idiomas O'Clock *
International House Barcelona
International House Madrid
International House Santander
International House Valladolid
Lacunza, International House-San Sebastian **F**
Lenguas Vivas
Malaca Instituto

Switzerland
academia Zürich – Sprachen und Lernen GmbH
(formerly Hull's School Sprachen und Lernen GmbH)
ALPADIA Montreux (formerly ESL-Ecole Suisse de
Langues)
Alpha Sprachwelt (formerly Alpha Sprachstudio)
Bell Switzerland SA
business language centre blc
Eurocentres Foundation **F**
Eurocentres Lausanne
inlingua Sprachschule Basel
LSI Switzerland AG
TLC International House Zurich – Baden

Turkey
Izmir University of Economics - School of Foreign
Languages
Yuce Schools

Ukraine
NOVAMOVA International Language School
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 Bristol #
International House London **F**
International House Newcastle
NILE, Norwich Institute for Language
Education
Oxford House College
Oxford House College, Oxford Centre
St Giles International Eastbourne
St Giles International London #
The Language Gallery *

Eaquals

ASSOCIATE MEMBERS

Austria
CEBS - Center für berufsbezogene Sprachen

Bulgaria
OPTIMA, The Bulgarian Association of Quality
Language Services

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

Czech Republic
ACERT - Association of Certified Language Schools

Former Yugoslav Republic of Macedonia
MAQS- Macedonian Association for Quality Language
Services

France
Centre international d'études pédagogiques (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
FEDELE #

United Kingdom
British Council
Cambridge English Language Assessment
City & Guilds
Foreign and Commonwealth Office Language Policy
and Standards (FCO)
Guided e-Learning *
Oxford University Press
Pearson Education
Trinity College London

Worldwide
International House World Organisation

PROJECT PARTNERS

Italy
Centro di Ricerca e di Servizio DITALS
CVCL (Universita per Stranieri di Perugia)

Switzerland
Migros-Genossenschafts-Bund

Turkey
Sabanci University - School of Languages

United Arab Emirates
Zayed University

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Board report
Year ended 31 December 2014

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 5 and the financial statements for the year ended 31 December 2014.

The financial statements have been prepared in accordance with the accounting policies set out on pages 23 and 24 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.

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.

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The inspection scheme is regularly reviewed to ensure it remains fit for purpose and in 2013/2014 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. course design and supporting 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 language education professionals with considerable managerial and international experience who have successfully completed the Eaquals inspector training scheme. They develop and maintain their expertise through regular professional development and standardisation sessions.

The Accreditation Panel ensures that Eaquals' quality standards are consistently applied. It moderates all inspection reports, decides the outcome of each inspection and oversees the development of the inspection scheme. Panel members are appointed by the board. The panel met twice in 2014.

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 and a programme of professional events. 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, Goethe-Institut, 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 are university language departments.

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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 who pay a higher registration fee.

The 2014 Eaquals International Conference and the Annual General Meeting were held in Budapest, Hungary from 24 to 26 April, and were attended by over 220 registrants. The programme of workshops, presentations and plenaries was organised in four thematic strands: quality management; best practice in the classroom; course design, assessment and the CEFR *(the Common European Framework of Reference for Languages)*; and business and marketing management. These themes were chosen for their appeal and relevance to delegates and were launched at the Members' Meeting in November 2013. Sessions included the use of mobile technology and social media in language education, curriculum and assessment design, management models and competences, and new developments in the CEFR. Eaquals inspectors attended additional professional development and standardisation sessions.

The 2014 Eaquals Members Meeting was held from 13 to 15 November, in Belgrade, Serbia, assisted by our local members and attended by over 100 representatives of members. The meeting provided practical professional development for members, offering a choice of 3-hour training workshops over two days. Topics included staff performance review; teaching young learners; continuing professional development; exploiting Eaquals CEFR curriculum resources; and understanding and using financial reports. There were additional sessions for Eaquals inspectors.

Our conference programmes are planned to be relevant to language education professionals in all sectors, both state – supported and private, and those involved in business management in educational institutions. Content is relevant to those teaching local students as well as those teaching students from abroad.

Apart from the formal professional development sessions, a major benefit is the opportunity to network with fellow professionals involved in international language education.

Projects

The European Profiling Grid (EPG) project, which concluded in November 2013, continued to have an impact on Eaquals' work. The project was co-ordinated by the Centre international d'études pédagogiques (CIEP), France, and, apart from Eaquals, involved the following organisations:

Main partners:
- British Council, UK
- Instituto Cervantes, Spain
- Bulgarian Association for Quality Language Services (Optima), Bulgaria
- Goethe-Institut e.V., Germany

Secondary partners:
- CEBS, Austria
- ELS-Bell, Poland
- Hogeschool van Amsterdam, Netherlands

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- Sabanci University, Turkey
- University for Foreigners of Siena, Italy

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. The main objective of this project was to test the pilot grid originally developed by Eaquals, among employers of language teachers, teacher trainers and teachers themselves, in order to develop a definitive version of the Grid and a User Guide. The outcomes of the project were:

- The European Profiling Grid (version 1.0) – in Bulgarian, Dutch, English, French, German, Italian, Spanish, Dutch, Polish, and Turkish, with a glossary
- A User Guide in English, French, German and Spanish
- An interactive electronic version, the e-Grid in English, French, German and Spanish.

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 brought an important Eaquals resource into the public domain enhancing the profile of Eaquals internationally.

At the end of the project Eaquals and other interested partners, notably the Goethe Institut and Instituto Cervantes, continued to develop and promote the EPG and the e-Grid. In 2014 the e-Grid was translated into Ukrainian and Chinese, and preparations were made for further translations into Arabic and Portuguese. A number of workshops and presentations on the EPG were run by Eaquals, notably in France, Italy, Japan, Poland, Switzerland, Turkey and the UK, as well as in Australia (via video link) and through a British Council webinar recorded at the end of 2013, which remains available at http://englishagenda.britishcouncil.org/continuing-professional-development/richard-rossner-assessing-language-teaching-competences-potential . Eaquals will take over the websites related to the EPG in 2015 and is launching a survey of users of the EPG as preparation for an international symposium in 2015.

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

The other project in which Eaquals remained a partner throughout 2014 was the Network of European Language Labelled Initiatives and Projects (NELLIP) project. This 3-year project concluded in December 2014. It focused on the European Language Label, a Europe-wide scheme for recognising high quality projects in the field of foreign languages.

Nellip's specific aims were to promote the effective planning and implementation of high quality language learning and teaching initiatives, especially large and small language learning projects that will themselves be future candidates for the European Language Label.

The Nellip project had three main objectives:

- By creating a bank of case studies and examples of good practice in at least 18 European countries, to promote networking among language learning initiatives which have already received the European Language Label with the aim of enhancing their impact and sustainability.
- By developing Guidelines on the design and running of projects that meet European Language Label criteria, to promote a joint approach among organisers of current and future language projects and encourage effective planning and implementation of language projects.
- To disseminate information about the European Language Label initiative among language learning providers in Europe, notably by running workshops in each of the partner countries.

The project was led by an Italian organisation, PIXEL, with partners from Spain, Finland, Sweden, Bulgaria, Lithuania, Romania (both members of Eaquals Associate Member, QUEST) and Ireland, as

well as Eaquals in the UK. Each partner organisation in the NELLIP network first analysed a number of projects that had won the European Language Label in their own country and in one other country (in Eaquals' case, in the UK and Germany), and created case studies and selected examples of best practice focusing on some of these. They also prepared overview reports on how the scheme operates in the two countries they are responsible for.

 On the basis of this research work, partners then developed the quality guidelines, which are the main outcome of the project. Eaquals played a major part in shaping and editing the Guidelines, which were co-written by the partners, most of whom are not native speakers of English. They were then translated into partner languages, and can be found at http://nellip.pixel-online.org/guidelines.php. These were used in training workshops in the early part of 2014 for anyone interested in putting forward language projects for the European Language Label, and for those interested in sharing their experiences of doing so. Eaquals ran three workshops: one in London, the others in Graz and Budapest respectively.

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. In June 2014, the Council of Europe ran an international conference in Strasbourg for specialists in the field of the 'linguistic integration of adult migrants'. The Eaquals Chair, Richard Rossner, was rapporteur for the conference. The report is available in English and French under 'News' at http://www.coe.int/t/DG4/LINGUISTIC/liam/default_en.asp .

- 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. In September 2014, NEAS hosted an international symposium for quality assurance agencies working in language education in which Eaquals participated. This followed an earlier symposium in 2011 led by Eaquals, NEAS and Accreditation UK.

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

  Eaquals is a member of ECML's Professional Network Forum and advises on matters related to language education in general and quality assurance in particular. Eaquals inspectors and member representatives have played a key role in several recent ECML projects. Eaquals members were involved in a project on quality in the field of language provision for adult migrants, which involved two consultancy visits to Liechtenstein.

- 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 education and training outside the formal sector, including ISO 29990 *'Learning services for non-formal education and training - Basic requirements for service providers'*, published in 2010. Eaquals is actively represented on ISO/TC 232, which has now completed a specific standard for providers of language learning services, which was published in mid-2014. In 2014 Eaquals was also granted liaison status with a new project committee, PC288, the aim of which is to develop a quality management system standard for educational organisations in general.

- 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. In December 2014 a seminar on 'quality assurance in education and training services' was run in Tokyo by JAMOTE, with Eaquals participation.

- 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.

- CercleS (European Confederation of Language Centres in Higher Education)

  A Memorandum of Cooperation between Eaquals and CercleS is under active consideration by the boards of both associations.

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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.

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 2014

24 – 25 January (Antibes)	Annual conference of SOUFFLE - a professional association of institutions teaching French as a Foreign Language. Eaquals contributed presentations and workshops on the European Profiling Grid and the Eaquals Certificate of Achievement scheme.
7 February (Paris)	Ceremony to award the European Language Label to the European Profiling Grid at Expolangues in Paris. CIEP, the Centre international d'études pédagogiques, an Associate Member of Eaquals, coordinated the project and received the award on behalf of the project team.
8 February (Madrid)	The Federación Española de Centros de Enseñanza de Idiomas (FECEI) conference. Brian North was the plenary speaker at this event that focused on the CEFR.
28 February (Siena)	Annual conference of Italian teacher trainers for Italian as a foreign language hosted by the Universita per Stranieri di Siena, an Eaquals Project Partner. The event focused on the European Profiling Grid.
8 March (Krakow)	Workshops for academic staff at the Jagiellonian University Language Centre.
10 – 12 March (Milan)	A policy workshop: CLIL *(content and language integrated learning)* Policy and Practice: Competence-based education for employability, mobility and growth, bringing together influencers and experts from around Europe. Eaquals delivered a keynote plenary.
16 March (Prague)	Czech Association of Certified Language Schools (ACERT) conference, an Associate member of Eaquals.
18 March (Tampere)	Seminar of ADUQUA network – Eaquals delivered a presentation and took part in a round-table discussion on '*Quality standards and integration training for*

	adult migrants'.
20 – 21 March (Graz)	International conference organised by the Austrian Ministry and the ECML: '*Quality Education and language competencies for 21st century society: traditions, challenges, visions*'. Eaquals contributed 2 speakers.
21 March (Graz)	The Professional Network Forum meeting of the ECML of the Council of Europe.
21 March (London)	1-day Workshop on '*Developing and managing successful language projects',* disseminating outcomes of the EU-funded NELLIP project.
28– 29 March	First CEFR Web Conference. Eaquals delivered 2 keynote presentations at an event bringing together all CEFR stakeholders, from policy makers to learners.
2 - 5 April (Harrogate)	IATEFL Conference, UK. Eaquals delivered 2 presentations – on the European Profiling Grid and the CEFR & assessment as a means of raising our profile at this key international language education event.
10 – 11 April (Paris)	ALTE Conference. Eaquals spoke on the multilingual validation of the European Profiling Grid.
11 April (Graz)	Workshop on '*Developing and managing successful language projects',* disseminating outcomes of the EU-funded NELLIP project.
23 April (Budapest)	Workshop on '*Developing and managing successful language projects',* disseminating outcomes of the EU-funded NELLIP project.
17 May (Prague)	Conference of AKCENT, Prague, an Eaquals Accredited Member. Eaquals gave 2 workshops.
17 – 18 May (Antalya)	Eaquals led discussion forums on accreditation for university language centres at the annual Oxford University Press conference for Turkish Higher Education institutions.
26 – 27 May (Caceres)	Meeting of NELLIP project to review progress and plan the final phases of the project.
29 May (Warwick)	EALTA (European Association of Language Testing Agencies) conference at the University of Warwick present. Plenary presentation on '*The CEFR illustrative descriptors: past, present and future'.*
3 – 4 June	Participation (as rapporteur) in the Council of Europe's 3rd Intergovernmental

(Strasbourg)	Conference on the Linguistic Integration of Adult Migrants.
7 – 8 June (Sofia)	OPTIMA conference. Plenaries on '*The Architecture of Quality'* and '*How can we trust schools*?'. OPTIMA is the Bulgarian association of language schools and an Associate Member of Eaquals.
29 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.
30 - 31 August (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 30 August, two Eaquals accredited schools were selected for STM STAR awards and 9 more were shortlisted. 3 Eaquals accredited centres have received STAR awards on 5 occasions and are now no longer entered into the ballot.
6 – 8 September (Fribourg)	CercleS Conference. CercleS is the European Confederation of Language Centres in Higher Education. Eaquals presented the European Profiling Grid at this biannual event.
16 – 19 September (Prague)	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 and presented the European Profiling Grid.
2 – 3 October (Sydney)	Symposium of quality assurance agencies and associations, hosted by NEAS, Australia, to exchange information on our schemes and explore ways to cooperate.
6 October (Berlin)	ADUQUA network meeting on projects and resources to support the integration of adult migrants.

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13 October	IATEFL *(International Association of Teachers of English as a Foreign Language)* Special Interest Group webinar on '*Professional Development and Self-assessment: the European Profiling Grid and the Eaquals Teacher Development Framework'* delivered by a member of Sabanci University, an Eaquals Project Partner.
2 – 4 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.
6 - 7 November (Milan)	Eaquals participated in the Metropolis Conference (on migration), and an Eaquals-run workshop for managers and teachers on quality assurance in the provision of language courses for adult migrants (sponsored by the Council of Europe).
12 November (Florence)	Final meeting of NELLIP project partners to discuss the achievement of the project and a possible follow-on project.
2 December (Tokyo)	JAMOTE (Japanese Association for the Management of Training and Education) event for training organisations and ministry representatives. Presentation on trainer competences.
3 – 5 December (Tokyo)	Meeting of ISO/TC232 'Learning services outside formal education', representing the UK as well as Eaquals.

Strategic report

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

1. Eaquals will secure its future by strategic growth in the number of accredited members;
2. Eaquals will enhance its profile, influence and reputation for academic excellence by strategic growth in the numbers and range of associate members;
3. Eaquals will continue to raise its academic profile and increase its influence by promoting high quality standards;
4. Eaquals will provide value for money and tangible benefits to its members in order to promote its charitable purpose.

The Executive Director reports regularly on progress in meeting these strategic objectives to the Board and the Executive Committee.

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.

Eaquals

Board report
Year ended 31 December 2014

Specific achievements in 2014

Eaquals was responsible for or contributed to the following achievements:

In partnership with others:

- As part of the NELLIP project, preparation of four sets of Guidelines on quality in language education projects, as well as worksheets for workshops focusing on the Guidelines; running of three workshops on quality in language education projects in three different countries.
- Development of a Core Inventory for French – a practical tool for the application of the CEFR for the French as a foreign language classroom with support from CIEP
- International dissemination of resources and tools to support professional development for language teachers: the European Profiling Grid and the Eaquals Teacher Development Framework.
- Further development within the Council of Europe's website of a dedicated web section on the linguistic integration of adult migrants including a specially adapted version of the Eaquals self-assessment handbook.
- Joint planning and running of a third Council of Europe conference on the linguistic integration of adult migrants, and the publication of a report on this event
- Publication of an ISO international service standard for language learning: ISO 29991:2014 '*Language learning services outside formal education - Requirements*'

Internal:

- The running of a successful international conference in Budapest for 220 participants (April 2014)
- The running of Eaquals' first international event in the Balkans in Belgrade for 100 Eaquals member representatives (November 2014)
- Delivery of a comprehensively updated Eaquals inspection scheme (Version 7) supported by training for accredited members and inspectors.
- Development of additional quality indicators for the teaching of languages using online and blended learning methods, which will be integrated into the core inspection scheme in 2015.
- Completion of new resources for assessing Listening and Reading according to CEFR levels
- Launch of a new project to review the suitability of the European Profiling Grid descriptors for language teachers working in universities.
- Appointment of an Eaquals Development Group, composed of a representative group of members, with the aim of generating proposals for new projects and services
- Improved support service for institutions preparing for a first Eaquals inspection.
- James Douglas appointed as Director of Accreditation, Training and Consultancy starting on 1 October 2014, on the retirement of Susanna Dammann.
- Redesign of the Eaquals logo and print materials

Eaquals

Board report
Year ended 31 December 2014

Objectives for 2015

The association's main objectives for 2015 are:

- To promote high quality standards by continuing to provide practical professional support to Eaquals members;
- To continue to grow the association by increasing the number of accredited and associate members;
- To develop Eaquals consultancy and training services in specific areas of expertise;
- To complete, publish and promote the Core Inventory for French;
- To integrate and apply new quality standards for blended learning and online programmes within the Eaquals inspection scheme;
- To review the Eaquals Certificate of Achievement scheme and promote its adoption by more Eaquals member institutions;
- To launch and implement at least one major new project proposed by the Eaquals Development Group;
- To successfully deliver the April 2015 Eaquals International Conference in Málaga and the November 2015 Members Meeting in Nice;
- To improve communication about Eaquals activities and services to members, potential members and stakeholders, in particular by re-designing the Eaquals website and producing key documents in languages other than English;
- To further develop and promote the European Profiling Grid and the Eaquals Framework for Teacher Training and Development;
- To review the Eaquals development strategy;
- To explore options for the independent accreditation of Eaquals.

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 2014 the reserves stood at €178,347. 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.

Eaquals

Board report
Year ended 31 December 2014

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

<u>Voting members</u>

The association is governed by its Articles of Association 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. As at 31 January 2015 there were 128 accredited members as listed on pages 5 and 6 of which we are delighted to welcome 17 which have joined Eaquals since 1 January 2014 (marked *) plus 2 since 1 January 2015 (marked #).

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 7. Admission as an associate member requires nomination by a steering group and approval by the board.

<u>Board</u>

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 (to 25 April 2014), Richard Rossner (from 25 April 2014), Mila Angelova, Walter Denz and Ian Powney. The Executive Committee met 5 times in 2014.

A resolution to reappoint Julian Flitter of Goodman Jones LLP as independent examiner will be proposed at the forthcoming Annual General Meeting.

Eaquals

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 15 to 18 was approved by the board on 19 March 2015 and signed on its behalf by:

Richard Rossner, Chair

Eaquals

**Independent examiner's report
to the board of Eaquals**

I report on the accounts for the year ended 31 December 2014 set out on pages 21 to 25.
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.

Julian Flitter FCA
Chartered Accountant
Goodman Jones LLP,
29/30 Fitzroy Square,
London W1T 6LQ
Date: 20 March 2015

Eaquals

Statement of financial activities
incorporating an income and expenditure account
Year ended 31 December 2014

	Restricted fund 2014 (note 3)	General fund 2014	Total 2014	Total 2013
	€	€	€	€
Incoming resources from generated funds:				
bank interest receivable	-	128	128	238
Incoming resources from charitable activities	24,428	448,665	473,093	476,031
Total incoming resources	24,428	448,793	473,221	476,269
Resources expended				
Charitable activities	32,570	369,822	402,392	410,322
Governance costs	-	22,384	22,384	26,009
Total resources expended	32,570	392,206	424,776	436,331
Net (outgoing)/incoming resources before transfers	(8,142)	56,587	48,445	39,938
Transfer EAQUALS contribution	8,142	(8,142)	-	-
Net incoming resources (note 4)	-	48,445	48,445	39,938
Funds brought forward	-	129,902	129,902	89,964
Funds carried forward	-	178,347	178,347	129,902

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

The notes on pages 23 to 25 form part of these financial statements.

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Balance sheet
As at 31 December 2014

	2014 €	2014 €	2013 €
Current assets			
Debtors			
- Trade debtors	14,421		15,273
- Prepayments	34,012		15,656
Short term deposits	-		160,190
Cash at bank and in hand	222,884		20,644
		271,317	211,763
Current liabilities			
Creditors: amounts falling due within one year			
- Trade creditors	19,033		39,885
- Accruals and income received in advance	73,937		41,976
		92,970	81,861
Net assets		178,347	129,902
Total funds: all general fund (unrestricted)		178,347	129,902

The notes on pages 23 to 25 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 2014. The members have not required the association to obtain an audit of its financial statements for the year ended 31 December 2014 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.

The financial statements were approved and authorised for issue by the board on 19 March 2015 and were signed on its behalf by:

Ian Powney, Treasurer

Eaquals

Notes to the financial statements
Year ended 31 December 2014

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 and consultancy, 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 claims receivable.

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 advance project expenditure is charged to the general fund and recharged when cash is received from the funder..

Support costs are charged 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 association to the expenditure.

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Notes to the financial statements
Year ended 31 December 2014

1   Accounting policies continued

Currency exchange

The association accounts in euros as this is the functional currency of the association. Monetary assets and liabilities denominated in other currencies are translated into euros at the rate of exchange ruling at the balance sheet date. Transactions in other 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 2014 for work carried out on projects and as inspectors:

	Projects €	Inspections €
Mila Angelova	-	575
Richard Rossner	10,208	1,300
Jo Watson	-	3,950

11 board members were reimbursed travelling expenses of €22,384 during the year in relation to their duties as board members (2013: 12 board members were reimbursed €26,192). In addition, 1 board member was reimbursed €880 for travelling expenses relating to projects (2013: 2 board members were reimbursed €1,780), and 2 board members were reimbursed €2,621 for travelling expenses relating to inspections (2013: 3 board members were reimbursed €3,808).

Eaquals

Notes to the financial statements
Year ended 31 December 2014

3   Restricted fund (projects)

	Charitable Income €	Charitable Expenditure €	EAQUALS Contribution €
Income and expenditure in 2014:			
European Profiling Grid (EPG)	10,617	14,156	3,539
Network of European Language Labelled Initiatives and Projects (NELLIP)	10,279	13,705	3,426
Quality Guidelines (QuaG)	3,532	4,709	1,177
All projects	24,428	32,570	8,142

All of these were EU Leonardo da Vinci 'transfer of innovation' projects which have finished. Some of the funding claims for closed projects were made in 2014.

The European Profiling Grid (EPG) project provides an instrument to focus on language teaching competencies and aid the mobility of language teachers (project finished in 2013).

The Network of European Language Labelled Initiatives and Projects (NELLIP) promotes the effective planning and implementation of high quality language learning and teaching initiatives (project finished in 2014).

The Quality Guidelines (QuaG) project focussed on general adult education and training, recommendations for the planning and management of transnational education and the guidelines are linked to ISO 29990:2010 'Learning services for non-formal education and training – Basic requirements for service providers' (project finished in 2013).

4   Net incoming resources is stated after:

	€
Independent examiner's remuneration	3,100

5   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 148 members as at 31 December 2014.