

## The Eaquals Guarantee for Language Centres

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

- It meets a **high standard of professional conduct and integrity** in all aspects of its operations
- It offers **high quality opportunities for language learning and/or teacher training**, within a clearly organised curriculum framework, and fully transparent and effective assessment systems
- All **facilities, resources and materials** for language learning and/or teacher training, including any e-learning platforms, meet students' needs and the purpose of the course
- All **promotional materials** used are factual, complete and can be easily understood; they give a full and transparent account of all courses offered including all matters connected with admission, enrolment and assessment systems and 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 organisation 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; this includes an opportunity to give regular feedback and information on procedures for dealing with problems
- All those employed in the operations of the Language Centre are **competent and appropriately trained and supervised**
- All teachers or trainers employed by the Language Centre are **qualified and experienced** in teaching the languages offered; they are supervised by a fully-qualified academic manager
- **Regular support and appropriate and effective Continuing Professional Development training** is offered to all administrative, teaching and training staff
- All staff employed by the Language Centre 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.