

## **Eaquals Guarantee to Students**

Eaquals-accredited institutions meet the highest standards in language education. Eaquals inspects your school regularly to make sure that:

- You will experience an **outstanding quality of service** in language education
- The teaching you receive is **effective, well-planned and enjoyable**
- Your teachers are **well-qualified** and use many different ways to help you learn
- Courses follow a **clear, structured course programme** and you are helped to see what progress you are making
- The management and staff of your school always behave **professionally** and honestly
- All the **information about the school** published in brochures or on the internet, **is clear, accurate and complete**
- Your school has confirmed that it meets all necessary **legal requirements**
- Your school is committed to offering you **value for money, fair dealing, health and safety, and tolerance and respect** for all
- **Eaquals is committed to excellence**, so if you are unhappy with your course, and are not satisfied with the response of your school, Eaquals provides an independent way for you to complain through the **Eaquals Ombudsman**