



For a list of schools accredited by EAQUALS, and to obtain the Guide for Human Resources Managers and Training Managers, please go to www.eaquals.org.

For further information about EAQUALS, please contact: info@eaquals.org

EAQUALS is an international association of providers of language services founded in 1991, with over 100 accredited members in 22 different countries. EAQUALS grants its quality label to institutions that meet its high accreditation standards. The EAQUALS Charters displayed in accredited schools provide clear and specific quality guarantees, and enable those recommending or taking decisions on language courses to choose reliable partners. In addition EAQUALS has now developed a scheme to enable EAQUALS-accredited institutions to issue to their students individual achievement certificates indicating their level according to the Common European Framework of Reference.

QUALITY IN LANGUAGE TEACHING

A guide for Agents and Student Advisors



EAQUALS offers the only widely accepted independent international accreditation system for language teaching institutions based on rigorous inspections.

The EAQUALS Charters provide specific quality guarantees and enable you to choose reliable language course providers.

We have put together this short guide on some of the key points to consider.



A GUIDE FOR AGENTS AND STUDENT ADVISORS

Creating your shortlist of schools

As an Agent or Student Advisor the following points are very important when identifying the best possible language providers for your clients.

1. The courses and the teaching must be well-planned and implemented

- ★ A good language school employs teachers who are experienced and are qualified to teach the language in question. So you need to ask about the qualifications and experience of teaching staff.
- ★ A good language school monitors the performance of its teachers with regular observation and training. You can ask how often this happens, and how the observations are linked to the school's internal staff training programme.

2. Enrolment and placement procedures must be efficient and appropriate

- ★ A good language school makes sure participants in its learning groups have similar language levels and learning needs. It has a written placement test and an oral interview to determine students' language levels before placing them in a class, so check how the school assesses students' language level and learning needs.

3. The school must have an effective monitoring and advisory system

- ★ A good school monitors attendance strictly and tracks progress. Advice and guidance are given to students who are having difficulties. So you should check what the school does for students who need help or advice.

4. The basic information you need must be easily available and trustworthy

- ★ A good school or organisation gives detailed and accurate information about the following:
 - the range of course types available;
 - the maximum number of students per group;
 - the minimum age of students, and upper age-limit for juniors;
 - the length of lessons in minutes;
 - other services provided, such as accommodation and social/cultural programme.

5. There must be an internal system of quality management

- ★ A good language school defines the level of service a client can expect, so it is wise to ask the school how they check whether the students are satisfied and who they can go to if there is anything they are not satisfied with.
- ★ A good language school obtains feedback from students during and at the end of the course, and analyses this information in order to monitor quality and take corrective action.

6. It is especially reassuring if formal quality accreditation is awarded by an external body or association

- ★ Good external accreditation schemes examine the delivery of the service ("the school in action"), which includes lesson observation; they don't just check processes.
- ★ Good external accreditation schemes do not work on trust. They inspect every aspect of the service: course delivery, course design, assessment procedures, other services, resources, premises and management. So it is good to ask what schemes are available and whether the institution is accredited by one of them.

When you choose an institution accredited by EAQUALS you can be sure that it is committed to exceeding minimum standards in all areas.

- ★ **Teaching:** effective, well-planned and enjoyable teaching is provided by well-qualified, trained staff with access to extensive teaching resources.
- ★ **Course programmes:** the school has a tried and tested teaching and learning system with a clearly defined curriculum.
- ★ **Legal requirements:** all legal requirements are scrupulously checked during EAQUALS inspections.
- ★ **Truthfulness:** all information published by an EAQUALS member institution is carefully reviewed in EAQUALS inspections.
- ★ **Appropriate standards:** the EAQUALS quality standards that are used for self-assessment and as accreditation criteria are industry-specific: they have been developed by language teaching specialists over many years. The focus is on the school-in-action, the experience of clients. This means that you receive client-focused, efficient and speedy service from EAQUALS schools.
- ★ **External quality control:** the schools' internal quality assurance systems and all aspects of the school are rigorously checked during EAQUALS inspections. These inspections involve two independent inspectors and last at least two days. They take place every three years.

