

Accredited Members of Equals undergo regular inspections, and courses accredited by Equals are regularly verified, to ensure that:

## 1 Before the course:

1.1 **Information:** all information and publicity is accurate, complete and accessible, and includes:

- an outline of the course aims and course components;
- a stipulated number of taught hours and study hours per course;
- a stipulated maximum number of course participants per group;
- a specified age-range for courses;
- a clear description of the cost of tuition and of other services and materials
- transparent terms and conditions of business.

1.2 **Enrolment:** admission and enrolment procedures are efficient and transparent

1.3 **Placement:** effective procedures are in place to determine course participants' level of competence and/or other needs.

## 2 During the course:

There is a focus on providing course participants with opportunities for successful learning, in particular:

2.1 **Standards:** teaching and educational standards are high, and yield effective learning;

2.2 **Teaching/Training Staff:** qualified and competent teachers or trainers experienced in teaching the target language work under the supervision of an appropriately qualified academic manager;

2.3 **Premises and Facilities:** the premises and facilities and/or learning platforms for language learning and/or teacher training are suitable for the purpose;

2.4 **Curriculum and Course Planning:** the course of study is structured, is divided into levels of proficiency, and is appropriate;

2.5 **Resources:** resources and materials used are relevant to the needs of course participants and to the course objectives;

2.6 **Teaching and Learning:** the teaching and learning/training methods and techniques used are appropriate and effective for the course participants;

2.7 **Quality Control:** there is regular observation of teaching or sampling of training by the course provider;

2.8 **Support and Advice:** there are opportunities for course participants to discuss their individual questions and concerns, and to obtain information and advice;

2.9 **Services:** administration and auxiliary services are efficient;

2.10 **Assessment:** evaluation of and feedback on course participants' progress is regular and appropriate.

## 3 At the end of the course:

3.1 **Certification:** end-of-course assessment procedures are valid and soundly administered, and reports and certificates of attainment based on these are given to course participants and/or stakeholders;

3.2 **Client Feedback:** there is an opportunity for course participants and/or stakeholders to give feedback on the course.