

FEDELE'S QUALITY CHARTER

As members of FEDELE, the Spanish Federation of Associations of Schools of Spanish as a Foreign Language, our centres take on their responsibility to fulfil the quality standards which ensure that their activity is carried out according to the principles of business excellence. These principles are detailed below and they are accepted by all the schools who sign them and commit themselves to:

<http://www.pap.minhap.gob.es/bdnstrans/index>

LEGALITY:

- Be constituted in accordance to the Spanish legislation relative to educational centres and to follow this legislation throughout the course of its business activity.
- Comply with national, regional and local laws.
- Abide by the collective bargaining agreement for non compulsory education.

TEACHING QUALITY:

Offering quality teaching which guarantees:

- Differentiation and excellence in the organisation of the courses.
- Planning of the course duration and course calendar.
- Number of taught hours.
- Coherent and appropriate course structure: levels, objectives, contents and methodology in accordance with student's needs.
- The course programme and content description must be available to teachers and students.
- Native teaching staff with adequate qualifications and the necessary experience and training for the fulfilment of their duties.
- Planning and development of the lessons consistent with the centre's curriculum.
- Effective system for the placement of students according to their levels at the beginning of their study programme.
- Small class groups. The maximum number of students per classroom must match the number mentioned in the centre's promotional material.
- Personal counselling for students regarding the progress of their studies and their strategies if they so need it or request it.
- Offer of leisure programmes of a social, cultural and sporting nature.
- Facilities and equipment adapted to the teaching the centre offers:

centres must have a minimum of tools to guarantee the quality of their activities: adequate blackboard, sound systems, video equipment, etc.

- Suitable system for the evaluation of the acquired knowledge for those schools who offer the option to take competence tests.
- Correct issuing of diplomas and certificates.
- Materials made available to the students: library, audio and video items and controlled access to them.

All FEDELE schools have been awarded a quality seal which certifies all these academic requirements, whether the CEELE Seal (Qualified by the University of Alcalá) or the Cervantes Seal (Accredited Centre of Instituto Cervantes).

QUALITY OF THE SERVICES

Provide a quality service in all matters related to:

Service to the student

- Service to students will always be client-oriented and meet their demands, complaints and information requests with an effective response.
- Students will have the right to have access the person in charge of the centre and the centre will put in place the necessary mechanisms to ensure that this right is observed.

Accommodation

- Accommodation offer adapted to the needs of the students.
- Real correspondence between advertised and provided services: all types of accommodation must meet the comfort standards as published by the school in their promotion material.
- Regular control of the accommodation to ensure the cleanliness of the rooms.
- Setting up of permanent modes of reservation, prices, services provided, payment and cancellation conditions.
- Problem solving procedures: the school will offer ways of solving possible problems that may arise and will keep a register of those problems and the solutions provided.
- Information prior to arrival: the student will receive information about his/her accommodation and instructions regarding the start of their stay prior to arrival.

Activities

- Information about activities: Students will receive information about the complementary cultural, recreation and sporting activities, including their price or whether they are free of charge.
- Coherence of the activity programme: all the activities organised by the schools will be based on the centre's curricular project.

General Information

- Rules procedure and special conditions: students will receive the rules and conditions of booking for their course and accommodation before their arrival.

- The Student's Decalogue and the Quality Charter will be displayed in a visible place.
- Client Services information: students will be informed about the methods through which they can make a complaint and how their complaint will be registered.

RESPONSIBLE ADVERTISING

Advertising must be completely accurate and reflect the reality of the school and the services it offers, such as prices, timetables, etc. Furthermore, it will mention the quality seals the school is subject to as well as this Quality Charter.

ANCCREDITATION AND INSPECTION

Each FEDELE member school will be subject to periodic inspections regarding all aspects mentioned in this QUALITY CHARTER.

COMPLAINTS REGISTER

The school will have a register of suggestions and complaints for their monitoring and resolution.

These registers are essential for the controls carried out by the Student Guardian.

STUDENT GUARDIAN

Any student who so wishes- if his/her complaints have not been answered- can contact the Student Guardian, who will process their complaints and their subsequent resolution.

- The Student Guardian will consist of a commission of 3 FEDELE schools, excluding the school which has received the complaint in each case.
- The school must provide the written complaint forms as well as the contact details of the Student Guardian.
- For every case, the school will provide the completed complaint forms duly signed by both the student and the school itself.
- The resolution period will be between 2 and 4 weeks. The resolution obtained will be communicated to the student.