



Quality Guarantee of ACHELE

Chilean Association of Spanish Language Schools

Language schools members of **ACHELE** comply with the following guarantee quality:

Legality

- All the members are established as companies under Chilean law.
- All the language schools are currently declaring and paying taxes in Chile.
- Every member has a current municipal license

Teaching Quality

To privilege a teaching quality in which we inform and guarantee:

- Differentiation among courses. We guarantee to offer individual and group Spanish courses during the whole year in at least 3 different levels.
- Fix courses duration and schedules of them.
- Number of classes and duration of each class.
- Coherent and appropriate structure of courses: Levels, objectives, contents, and methodology in agreement with the students' necessities.
- Programme and description of the contents available to teachers and students.
- Native teachers with an appropriate degree certificate, training, and experience for taking into practice the teaching process.
- Effective evaluation system so as to locate students according to their levels at the beginning of their programme, which determinates their necessities.
- Small group of students; no more than 10. The maximum number of students must be published and it must correspond with the one defined in its advertisement.
- Personal advice about learning strategies and improvement for those students who ask for it.
- Equipment and infrastructure adapted so as to meet the teaching quality i.e. having a minimum of infrastructure in order to provide the necessary resources to achieve the quality of the activities. We offer to have at least 3 classrooms for exclusive use of Spanish courses, which will have the size, lighting, and ventilation adequate in relation to the amount of students of each class; the reception and administrative offices are clearly separated from classrooms and learning equipment.
- Correct issuing of diplomas and certificates including the logo of our association.
- Available material for the students: library, audio, video, and control access to them.
- To have a quality evaluation system focused on students' satisfaction and which guarantees constant improvement.

Service Quality

Treatment towards students

- The best possible treatment towards students will be given, paying attention to their demands and complaints, with an effective response to their information requests.
- Every student will have the right of getting access to the language school's representative and the school will establish the mechanism for doing this.

Accommodation

- The language schools that are part of the association offer different accommodation alternatives to those students who ask for it.
- All accommodation modalities must be in agreement with minimum comfort standards, security, and characteristics that the school publishes.
- Every school must stipulate the different ways of reserving; service supplying, payment conditions, cancellation, and each school must find ways for solving any inconvenience that may arise.
- All the students will receive prior to their arrival, information about their accommodation and instructions for arriving.

Extra-curricular activities

- Permanent offer of extra-curricular activities weekly scheduled, including social, cultural, and sport activities.
- All the students will be informed about extra-curricular activities and whether they are for free or have some cost.

General information

- Students will receive prior to their arrival, terms and conditions of their course and accommodation reservations.
- Each language school will publish in a conspicuous place the "Quality Statement" of ACHELE.
- Students will receive proper information in order to help them how to expound their registry and complaints.

Advertising Reliability

Advertising must be totally reliable in relation to the language school's reality. It must not induce or create wrong expectations about the school's size and infrastructure. Each member of the association must publish in its webpage the following:

- Programme's rate, including enrolment and materials prices as well as any other payment.
- Number of permanent levels and their length.
- Terms and conditions of inscription, cancellation, and payment.

Inspection and Accreditation

Language schools that are members of ACHELE will be subjected to an inspection of every aspect included in the quality guarantee every two years.

Complaints Book

Every language school member of ACHELE must have a complaints and suggestions book as well as a register of each resolution. This register will be indispensable for the control made by the advocate of student.

Advocate of Student

- Any student, whose complaints had not been taken into account, can contact the ACHELE “Advocate of Student”, who will act as mediator between the student and the school in order to obtain the most adequate solution.
- The “Advocate of Student” will be formed by a commission of 3 schools of ACHELE, in which the defendant school will be excluded.
- Every language school must facilitate the complaints book to the students as well as contacting the “Advocate of Student”.
- The resolution deadline must be between 2 and 4 weeks and it must be sent to the student.