

# ESPAÑOL EN ESPAÑA

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## Quality Chart



**GUARANTEE VALUES OF THE SPANISH LANGUAGE TEACHING IN FEDELE CENTERS:**

- 1. Legality**
- 2. Quality teaching**
- 3. Quality services**
- 4. Advertising reliability**
- 5. Inspection and accreditation**
- 6. Record of suggestions, complaints and/or claims**
- 7. Protocol of action in cases of imbalance, inequality, harassment or abuse**
- 8. Student advocate**
- 9. FEDELE schools and students' decalogue**

The member schools of FEDELE (Spanish Federation of Associations of Schools of Spanish as a Foreign Language) accept and sign these values assuming their responsibility of fulfilling with the quality standards that ensure the development of their activity according to principles based on business excellence.

## 1. LEGALITY

- To be constituted according to the Spanish law of education and adjust to it the development of their activity.
- Comply with local, regional and national legislation.
- Be subject to the collective agreement of non-regulated teaching.
- To fulfil the minimum requirements of the Instituto Cervantes Accreditation System in academic activity and teaching quality, facilities and equipment, administrative organization, information and advertising, as well as the legal requirements detailed in the [“Legal requirements and legal documentation” section](#).
- Stay up to date with the fiscal and tributary obligations, as well as the membership fee of belonging to a FEDELE association.

## 2. QUALITY TEACHING

To provide a quality education that ensures:

- Differentiation and excellence in the organization of the courses.
- Planning of the duration and course Schedule.
- Number of hours taught.
- Coherent structure and appropriate training courses: levels, objectives, contents and methodology in line with the needs of the students.

- Course program and description of contents available to teachers and students.
- Native teaching staff with adequate qualifications, preparation and experience for the development of their functions.
- Planning and development of the lessons consistent with the curricular plan of the center.
- Effective system of allocation of the students by levels at the beginning of the program.
- Small groups. The maximum number of students must correspond to the one published in the advertisement.
- Personal counseling to students about career studies and learning strategies for those who need it or request it.
- Offer of entertainment programs of social, cultural and Sporting nature.
- Facilities and resources adapted to the learning opportunities that are provided. Have a minimum of instruments to ensure the quality of teaching: adequate blackboards, sound equipment, video equipment, etc.
- Schools that have the aptitude test as an option, must have an appropriate system of evaluation of the knowledge acquired in it.
- Correct emission of diplomas and certificates.
- Available material to the student: funds of library, audio, video, and control access to them.

### 3. QUALITY SERVICES

FEDELE schools must provide a general quality service, as well as accommodation and activities for students.

### **3.1. General Information**

- Procedure of special rules and conditions: students will receive before their arrival the rules and conditions of booking of the course and accommodation.
- The Quality Charter as well as the Decalogue of FEDELE schools and students will be in a visible place.
- Customer service information: the students will be informed of the methods to present complaints and record them.

### **3.2. Student treatment**

- The treatment offered to the students will be personalized, attending their demands and queries with an effective response to their information requests.
- The student will be given the right to access the responsible person of the center establishing the appropriate mechanisms to ensure the fulfilment of his rights.

### **3.3. Accommodation**

- The school must have an accommodation offer adapted to the need of the students.
- Coherence between advertising and the real offer: all types of accommodations must fulfill the standards of comfort the school publishes in its mean of promotion and diffusion.
- Regular control of the accommodations for the healthiness of the rooms.
- Establishment of permanent reservation, prices, services, payment conditions and cancellation forms.
- Problem solving procedure: ways to solve possible problems will be offered and a record of them will be kept as well as their resolution.

- Information before arrival: the students will receive before their arrival information about their accommodation and instructions of their stay.

### **3.4. Activities**

- The students will be informed about the complementary activities that take place in the school: cultural, leisure and sports activities, specifying their gratuity or their cost.

Coherence of the activities program: all activities organized by the school must be based on the center's curricular project.

## **4. FEDELE'S CENTER ADVERTISING**

Advertising must be completely faithful to the school's reality and the services it offers: prices, schedules, etc. The quality stamp and the Quality Charter must be mentioned too.

## **5. INSPECTION AND ACCREDITATION**

The school, as a member of FEDELE, Will be subject to a periodic inspection of all the aspects related to the present Quality Charter.

## **6. RECORD OF SUGGESTIONS, COMPLAINTS AND/OR CLAIMS**

The school will have a suggestion, complaints and claims registration that would allow to monitor and keep track of their treatment. These records Will be essential for the control made by the Student Advocate.

## 7. PROTOCOL OF ACTION IN CASES OF IMBALANCE, INEQUALITY, HARASSMENT OR ABUSE

FEDELE, as an entity that brings together a group of educational organizations and with the clear objective of collaborating in improving the quality of teaching, services and experiences offered to students, understands its obligation to contribute to the construction of a more balanced and free of abuse situations society in the educational field and outside of it.

The affiliated centers to FEDELE commit to contribute through the dissemination and awareness in their field of action to fight against imbalance, inequality, harassment or abuse (whether by sexual reasons, sexual orientation, gender inequality, or other) cases. For it, FEDELE offers the schools the adherence to their internal protocol of action in cases of imbalance, inequality, harassment and abuse.

## 8. FEDELE STUDENT ADVOCATE

In case the student considers that his complaints have not been addressed by the school, the school must offer the student the possibility of contacting the FEDELE Student Advocate, who will process their complaints and give a pertinent solution.

- The FEDELE Student Advocate will be constituted by a commission of 3 FEDELE schools from which, in each case, the defendant school will be excluded.
- The defendant school is obliged to facilitate the compliant form, as well as, the contact of the Student Advocate to the affected person.
- The compliant forms must be presented completed and signed by the student and the school.
- The resolution period will be between 2 and 4 weeks. The resolution will be sent to the student and, if necessary to the defendant school.

## 9. FEDELE SCHOOLS AND STUDENTS' DECALOGUE

1. The FEDELE school is committed to the promotion of the quality and educational level of its centers, with priority dedication to the teaching of Spanish. It shall apply the criteria established in the FEDELE Quality Charter.
2. Each school commits to present written, detailed and accurate information about the services given by the center, which must correspond to the spread for advertising purposes, as well as this FEDELE school Decalogue and the FEDELE Quality Charter.
3. Each center will have an evaluation system of the student's knowledge and of issuance of studies certificate or diplomas available to the student, facilitating the students' participation in official exams.
4. The teaching staff of the associated center will be composed by qualified staff and/or with specialized training or enough experience to carry out their work. The center will guarantee the existence of an adapted methodology to the needs of the student, offering different levels of learning.
5. All schools accept the FEDELE internal procedure for the solution of disputes or claims that may be presented by students in relation to the services provided by any of the associated center. The possibility of submitting the matter or claim to the decision of the Student Advocate is guaranteed. All this is established in the FEDELE Quality Charter.
6. The student will comply with the registration and cancellation rules of the school in which he enrolls, established in the school general conditions.
7. The students will also comply with the rules of conduct established by the school about classes and accommodations. If they are not respected, the school has the right to act consequently.
8. In the case of a claim, the established procedure by the school should be followed and each case by the Student Advocate for its resolution.
9. The student must inform about any eventuality in advance to the school so that the school can solve it properly.
10. This Decalogue is of obligatory compliance for the school and the student, which will facilitate the achievement of the established quality objectives, as well as the normalization of the relations between both.