

Quality Assured Language Schools Worldwide



**International Association
of Language Centres**

Quality Assurance

The key to satisfied students and repeat business



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Why does quality assurance matter?

- guaranteed standards
- professional practice
- recourse

How does this result in more business for you?

- satisfied customers
- word-of-mouth
- repeat bookings

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The IALC quality scheme

An international standard in language school accreditation



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How do we assure the quality of our member schools?

- a thorough and demanding application process
- continuous monitoring
- the IALC complaints procedure
- the IALC code of ethics

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The IALC quality scheme

A thorough and demanding application process



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The four elements of a language school application to IALC:

- minimum entry criteria
- documented evidence of systems and standards
- on-site inspection
- committee review and association decision

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The IALC quality scheme

Continuous monitoring of standards



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IALC quality assurance is ongoing:

- quality audit every four years
- annual self-assessment
- individual quality plan
- action on change of management

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The IALC quality scheme

Complaints procedure



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Three steps to resolving a student or agent complaint:

- the school's published complaints policy
- the IALC complaints procedure
- the IALC ombudsman

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The IALC quality scheme

Code of ethics



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The foundation of the IALC quality scheme is a code of ethics, governing:

- staff and learning environment
- transparent publicity and pricing
- accommodation and activities
- curriculum and course placement
- student counselling and wellbeing
- integrity of examinations and tests
- efficient administration
- complaints resolution
- legal and law-abiding status

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Quality assured language schools worldwide

89 accredited member schools and growing



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Eight languages:

English
French
German
Italian
Japanese
Portuguese
Russian
Spanish

21 countries:

Argentina	Italy
Austria	Japan
Australia	Malta
Canada	Mexico
Chile	New Zealand
Costa Rica	Portugal
Ecuador	Russia
England	Spain
France	South Africa
Germany	USA
Ireland	

An average of seven private, independent language schools a year successfully join IALC.

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IALC and agents

Partners in international education



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The IALC Workshop

- two days of business appointments with school owners and directors
- social networking with business partners and colleagues
- visits and fam trips to IALC schools
- 2006 IALC workshop in Madrid

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IALC and agents

A year-round reference point for high quality language programmes worldwide



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IALC is a source of new product ideas at any time of year:

- Online, up-to-date list of accredited schools
- Regular, online news of new products and services from member schools
- Printed directory of members
- IALC Secretariat

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www.ialc.org