

CODE OF QUALITY

It is the aim of AJSA CR to improve language teaching in the Czech Republic and to develop the activities and professional prestige of its members. AJSA CR is a professional association of organisations which advocate the common principles of quality described in this Code. The Code therefore guarantees the quality that member schools and agencies provide their customers.

a) Professional approach

- *Schools shall conduct themselves in a professional manner and responsibly in relation to their customers, employees and colleagues.*
- *Schools shall be as accommodating as possible to all these partners, within the bounds of possibility, and shall respect agreements made.*
- *Schools shall regularly find out how satisfied their customers are.*
- *The organisation of teaching is set up in such a way as to save clients as much work as possible.*

b) Qualified teachers

- *All teachers are properly qualified and have specialised education (university or other corresponding education).*
- *All teachers have also undergone TEFL training/teacher training, either in-house or with an outside authority (CELTA etc.), or other corresponding training.*
- *Teachers who teach children have the corresponding teacher training.*
- *Schools shall educate and train their teachers over the long-term and provide them with the right background in which to systematically develop their qualifications.*
- *Schools shall observe lessons and provide teachers with feedback.*

c) Own methodology

- *Schools have their own clearly-defined methodology to guarantee the quality of teaching.*
- *Schools shall willingly present this methodology to existing and potential customers.*
- *Each and every course has a clear teaching plan set out depending on the type of course.*

d) Transparent references

- *Schools shall present references from their customers on their websites.*
- *They shall, on request, provide contacts to specific corporate customers that are able to offer relevant references.*

e) Teaching in accordance with the European Reference Framework (ERF) for Languages

- *Schools test the level of students according to the ERF (testing the level at the beginning of a course, during a course and at the end of a course).*
- *Teachers at schools shall be made familiar with this scale and shall tell their students about it.*
- *Students have objectives set out with regard to the ERF.*