

Accredited Members of Eaquals undergo regular inspections, and courses accredited by Eaquals are regularly verified, to ensure that there is:

## **1 A commitment to:**

- 1.1 Professional conduct and integrity;
- 1.2 Provide opportunities for language study and/or professional training in a teaching/learning environment of high quality within a clearly organised curriculum framework;
- 1.3 Improve and develop continually the means and resources available for study and training;
- 1.4 Uphold the Eaquals Information Charter.

## **2 An undertaking:**

- 2.1 Not to discriminate in any way against course participants, staff or other stakeholders on grounds of gender, sexual orientation, race or religion;
- 2.2 To inform course participants and clients about clearly specified procedures for dealing with complaints, dissatisfaction, discipline or non-participation, with cases being referred to the Eaquals Ombudsperson when necessary;
- 2.3 To uphold the Eaquals Staff Charter and Charter for Course Participants.

## **3 Acceptance of a duty to:**

- 3.1 Take all reasonable steps to ensure the welfare and safety of their course participants and staff;
- 3.2 Provide written assurances, verified by Eaquals, that the institution concerned has been established and operates according to all relevant national and local legislation, including company law, employment, accounting, taxation, advertising, privacy, hygiene, safety, insurance and copyright;
- 3.3 Work towards making provision for persons with special needs.

## **4 The existence of a registered legal entity with a published, physical address.**