

## Preamble



TANDEM International e.V., which is registered as a society in Germany, is an international association of language schools, specialising in the teaching of languages worldwide. We promote not only language development but also cultural awareness and understanding through our language courses, which we complement and reinforce, where possible, with TANDEM Language-Learning Partnerships. It is our common belief that we can significantly enhance cross-cultural awareness and understanding by offering a rich variety of language-learning opportunities. We strive to offer the best value and service in our language courses and programs by meeting the needs of students as individuals and by encouraging their continuous independent language learning. We agree to uphold the following Quality Standards within our schools and throughout our activities and to make these Quality Standards openly available.

## Criteria for equipment and human resources

### Conditions: Human Resources

1. The management has the competence to run the school as a business, and to design and organise further education for adults.
2. The TANDEM School employs exclusively teaching staff who have gained educational and technical competence through training and/or work experience.
3. The relation of the number of teaching staff towards the structure and number of courses taught is sufficient.
4. The TANDEM School ensures that its Teaching Staff has access to ongoing professional training to update and expand their educational and teaching skills.
5. Employment contracts and payment are in accordance with legal requirements and adequate with reference to regional standards of the school's country of residence.

### Criteria concerning premises and equipment

6. The design, number, and equipment of the classrooms ensure that teaching can take place according to modern, progressive, educational standards.
7. The TANDEM School ensures the technical and media equipment necessary for modern language teaching.
8. Classrooms as well as service rooms and lavatories adhere to legal regulations of their country of residence.

### Criteria concerning teaching

9. Each TANDEM School ensures that all potential students are made aware of any prerequisites to joining a course prior to booking.
10. The interests of students are taken into account in planning and teaching language courses. Staff meetings with the course tutors in charge of the classes are held regularly to ensure that courses are developed and delivered appropriately.
11. All teaching material is up-to-date.
12. The duration of the language courses and programmes as well as the methods applied are appropriate with regards to the goals to be reached and the students' interests and abilities.
13. Each TANDEM School ensures that Professional Training Courses it runs include a practical form and content so that they take into account both the current job market and professional qualification requirements.
14. Long-term courses (usually those of more than 50 lessons) follow a clear progression.
15. Structure and form of the classes are designed using a variety of teaching methods in the classroom.
16. The maximum number of students allowed per any one class depends on the following criteria: topic/content, goals, teaching methods, available rooms and equipment.

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## Criteria concerning administration and student welfare

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### Transparency of Advertising Material

17. The TANDEM School supplies information for potential students that contain the name of the school as well as the following:

- Aims and areas of business
- Staff in charge or contact persons

All advertising must be truthful and no information should be misleading or likely to create expectations that cannot be realised.

18. Before signing a contract with the school all potential students are fully informed about:

- The place, time and duration of a course
- The aim of a course and, if applicable, the type of certificate offered
- The number of lessons
- The target group(s)
- The required minimum and maximum number of students for each course
- The teaching staff
- Examination procedures, if applicable
- Teaching method(s)
- All course requirements (for example any necessary experience, specialist or personal requirements that are a prerequisite to joining a course)
- The complete price of the course or event (including any additional costs)
- The terms of business and enrolment, including a cancellation clause
- Any changes to the scope or duration of a course if it falls short of the minimum number of students required
- Any additional conditions regarding changes to a course
- The type and cost of accommodation available
- The price and conditions of arranging a TANDEM Language-Exchange Partner for the student
- The service of the TANDEM International Quality Ombudsman including contact and availability details

### Services, Consultation and Care

19. Each TANDEM School offers carefully selected accommodation to students.
20. Each TANDEM School offers its students a TANDEM Language-Exchange Partnership where possible and informs them of the offers for an e-Tandem partnership.
21. The TANDEM School offers cultural and recreational activities or information thereof.
22. Before beginning a course, potential students have access at convenient times to appropriate and adequate advice from a qualified member of staff about the demands and potential benefits of the particular qualifications offered.
23. The TANDEM School names a person who, in addition to the teacher, is in charge of consultation in cases of problems, criticism and complaints at convenient times.
24. Advice on follow-up courses and examinations is given.

### Documentation on course participation (attendance letters, certificates, reports/diplomas)

25. Students receive a confirmation of attendance on request

A Confirmation of Attendance must contain at least:

- The title, content and duration of the course or programme
- The name of the institution running the course or programme

Certificates/Diplomas must also contain:

- The content of the course or programme

Diplomas must, in addition, contain:

- An assessment of the student's learning and progress during the course.

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## General Conditions for Course Participation

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Except where there are other arrangements in place with regard either to public or private sector funding, the following rules shall apply:

### Participation

26. Courses are open to all participants subject to the terms and conditions that apply to the course concept.

### Enrolment/Contract

27. Enrolment contracts must be concluded in writing

### Cancellation

28. The cancellation policy must be clearly defined, comply with the legal requirements, and be published

### Terms of payment/Settlement Dates of Fees

29. Fees are to be paid by the course's commencement. If the course is longer than 3 months, participants have the option to pay by instalments

### Termination

30. Long-term students (in courses with duration of over three months) have the right to terminate their course towards the end of a course section, at least every six months, with an adequate period of notice. This does not affect statutory cancellation rights in exceptional circumstances.

### Data Protection

31. The TANDEM School ensures that personal data is processed on computer in accordance with the legal requirements of its country of residence.

**TANDEM International e.V.**  
Vereinsregisternummer: VR 2635  
President: Werner Riebe  
Gröner Str. 57-58, 37073 Göttingen Germany  
[www.tandem-schools.com](http://www.tandem-schools.com)