

## **Quality Charter of the French Language Centre (CFLE) of the CIHEAM/IAM of Montpellier (IAMM)**

The primary aim of the IAMM is to train managers in rural development and the agri-food sector in the Mediterranean basin. The IAMM's initial Masters training courses are taught in French.

Fluency in French is therefore indispensable for all the Institute's students, who come from around twenty countries around the Mediterranean countries, as well as from sub-Saharan Africa.

**But the CFLE also welcomes anyone above 18 who wishes to learn French either for personal, academic, cultural or professional goals.**

It provides intensive or extensive training to groups or individuals from beginner level to superior one, and is committed to a quality approach to continuously improve its efficiency and to meet the expectations of its users. To this end, it is committed to provide quality teaching and has set up a quality charter whose main objectives are :

**1 - To provide itself with the appropriate professional resources to carry out its activity:** by providing a framework of qualified trainers, coordinated by an educational manager ; by having suitable premises, a variety of regularly updated teaching aids and effective teaching tools ; by fostering a climate of trust, availability and friendliness between teaching staff and students that is conducive to learning French.

**2 – To comply with the legal and moral obligations imposed in its field of activity,** in particular with regard to : current health and safety regulations, provisions relating to its employment internal rules, administrative conditions governing the entry and residence of international students.

**3 – To aim for a high standard of teaching :** by always giving priority to the quality of its cours; by encouraging the continuous improvement of its teaching staff, encouraging teaching innovation in line with the Common European Framework of Reference for Languages and the DALF and DELF.

**4 – To provide clear and honest information on:** programmes, objectives, content and teaching methods, number and duration of courses, size of groups (average number, maximum number), costs (clearly specifying what they cover) enrolment and cancellation conditions, accommodation, cultural activities, etc.

**5 – To guarantee that participants will be listened to attentively during their stay:** by paying particular attention to their welcome ; by allowing them to evaluate the services provided ; by guaranteeing that they will have someone to turn to if they have any problems.