

CHECKLIST LANGUAGE STAYS



The language stays offered by every language school and tour operator that is a member of the FDSV satisfy the requirements of the European standard for language-study tour providers (EN 14804) and the even more stringent Quality Guidelines of the FDSV – as independently verified by the FDSV's Scientific Advisory Board.

The following checklist summarises the key considerations for choosing a suitable language stay/course and offers a basis for comparing different offers. All criteria specified in the checklist are strictly adhered to by the FDSV members.

- * of special interest for language-stay programmes for young learners

1. INFORMATION PRIOR TO CONCLUSION OF TRAVEL CONTRACT

The programme description should include at least the following information:

- Detailed contact information for the language school or tour operator: company name and structure, address, telephone number, entry in the business register.
- Clear descriptions specifying the scope of services included in the offer: travel to and from the destination city, local transfers, accommodation, meals, language lessons, leisure activities.
- The amount and due date of the deposit to be paid upon conclusion of the travel contract, along with the due date for the remaining balance.
- The date(s) when the travel documents (accommodation address, tickets, vouchers) will be sent.
- Information about whether a minimum number of participants is required to enable the course to take place, as well as when the customer would be informed if this number is not reached and which alternatives, if any, would be offered in the case of cancellation.

2. TRAVEL TO AND FROM THE SITE

- * Will young travellers be accompanied by an adult while travelling to, from and within the destination city? For school-age children, at least to/from the destination airport.
- Which means of transport and which travel routes are used by the organisation?
- Does the price of the programme include local transfers from the airport or coach/train station to the accommodation site and back again on the return trip, or is there an option for booking transfers as an additional service? If applicable, what additional costs may be incurred?

3. LESSONS

- How many participants does each learning group have (e.g. maximum 15 in a standard course)?
- How many lessons are included in the course? Courses should have at least fifteen 45-minute lessons per week. In any case, the programme description should specify the exact number of lessons per week and the length of each lesson in minutes.
- Any lesson cancellations due to national public holidays must be noted.
- * Are there any contacts, group leaders or employees on site who speak the participant's native language?
- Are the contents and aims of the course specified in detail in the programme description?

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- * How does the school ensure that learning groups are appropriate to the participant's age and level of proficiency? A written placement test is recommended.
- * What is the age range of participants in the learning groups?
- What alternatives are offered if the booked course cannot take place owing to an insufficient number of participants? In such cases, the school should offer alternative courses of equivalent or higher value at no additional cost to the participant.
- * Do the course participants come from various countries, or will all participants be of the same nationality? Both options can have advantages and disadvantages, depending on the chosen course and individual learning objectives.
- Do the participants receive a certificate of completion or written assessment at the end of the course?

4. ACCOMMODATION

- * How many participants (maximum) can be placed in the same host family? There should not be more than two guests of the same native language. Deviations are possible but should be clearly stated in the programme description.
- * Is it possible for friends to be placed together in the same host family if requested?

5. LEISURE TIME

- * Does the course structure include an age-appropriate leisure programme (sports, culture, excursions)?
- * Which excursions and activities are included in the price? The programme description should include a detailed list (with transport costs, entrance fees etc.).
- What types of extracurricular activities are available at the course location, and to what extent does the language school help participants find and take part in such activities?
- * Does the programme of leisure activities include age-appropriate supervision? Supervision should be provided by a teacher or trained tour guide.

6. GENERAL INFORMATION

- Is the company a member of the Association of German Language-Tour Operators (FDSV) and therefore committed to compliance with the association's strict Quality Guidelines?
- In general, the programme descriptions for the various service components of the travel package should be verifiable and as detailed as possible.

For additional information, please consult the Quality Guidelines of the FDSV, which can be found online at www.fdsv.de.