



Instituto Cervantes Associate Centres Network

*Report on the procedures for accrediting the quality of schools of
Spanish as a foreign language*

2010

<http://www.centrosasociados.cervantes.es>
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Instituto Cervantes Associate Centres Network

What is the Network?

The Instituto Cervantes Associate Centres Network is an international network of public and private schools of Spanish as a foreign language, whose quality is expressly recognized by the Instituto Cervantes and which share, together with the Instituto Cervantes, the commitment to promote and disseminate the teaching of Spanish around the world.

The Associate Centres Network was created in 2000 to promote the use of the Spanish language and guarantee effective, quality teaching of Spanish.

Incorporation into the Associate Centres Network takes place through the signing of a collaboration agreement with the Instituto Cervantes, for which it is essential to meet the requirements and conditions set out by the Instituto Cervantes *Accreditation System of the Quality of Schools of Spanish as a Foreign Language*, the only international quality accreditation that focuses exclusively on the teaching of Spanish as a foreign language.

The Centres which form part of this Network are called "**Instituto Cervantes Associate Centres**", if outside Spain and '**Instituto Cervantes Accredited Centres**', if they are in Spain.

Benefits of Joining the Associate Centres Network

Educational institutions joining the Associate Centres Network may:

- Use the denomination assigned them by the Instituto Cervantes, together with the corresponding logo, depending on their location (Accredited Centre in Spain, Associate Centres if out of Spain), not exclusively, and in accordance with the corporate identity rules set by the Instituto.



- Receive an individual certificate stating that they have obtained a positive quality report as well as the period of validity of such accreditation, which coincides with the period of validity of the collaboration agreement or the extension thereof, as applicable.
- Be included in the list of members of the Network of Accredited and Associate Centres that Instituto Cervantes publicises in all media.
- Receive from Instituto Cervantes specific instruments to promote the Associate Centres Network in different formats (e.g., websites, promotional materials).
- Be promoted internationally as members of the Associate Centres Network to a specialized target audience (such as embassies, commercial offices, language agencies), as well as in all specialized and general international fairs and conferences attended by Instituto Cervantes.
- Access products and services of Instituto Cervantes under the favourable terms set out in its regulations.
- Access the exclusive network created by Instituto Cervantes specifically for the Associate Centres Network, through which the Centre will regularly receive information on activities of the Instituto Cervantes and on the teaching of Spanish as a foreign language, as well as technical guidelines for different academic settings, and more.

Obligations of Members of the Associate Centres Network

Educational institutions joining the Associate Centres Network must:

- Offer classes in Spanish as a foreign language - through general language courses and specialised courses related to different fields of professional activity, in conditions at least equivalent to those verified at the time of obtaining the positive quality report by the assessment body.
- Organise, if applicable, a teacher-training programme, to be financed out of their own budget in keeping with the module assigned them by the Instituto Cervantes.
- Promote the development of an equivalency between the institution's syllabus and the *Instituto Cervantes Curricular Plan*, in order to guarantee consistency in the levels of Spanish teaching among the members of the Associate Centres Network.

- Promote, within the institution's course offerings, the progressive implementation of the "Aula Virtual de Español" del Instituto Cervantes in its different forms (classroom instruction, some classroom instruction combined with multimedia room, distance learning), as well as other Instituto Cervantes technological innovations in teaching Spanish as a foreign language, which will result in more consistent resources amongst Network Centres.
- Encourage the participation of their students in the Instituto Cervantes exams leading to the Diplomas in Spanish as a Foreign Language (DELE), issued by the Instituto Cervantes on behalf of the Spanish Ministry for Education and Science, whether at the Centre itself (for which they must apply for recognition as a DELE exam centre, if they are not already), at the nearest Instituto Cervantes Centre, or at the DELE exam centres in their area.
- Favour the dissemination of Spanish-language culture by:
 - Organizing extracurricular activities in the Centre itself, using its own budget, irregardless of the organizational and economic support that it might receive from the Instituto Cervantes for certain activities.
 - Promoting cultural activities in Spanish organized by Centres of the Instituto Cervantes and other institutions in the area.
 - Encouraging their students to attend these cultural activities.
- Support business activities in Spanish teaching through initiatives designed to promote:
 - Participation by students and teachers at the Accredited Centres and Associate Centres in exchange programmes with teaching Centres that are members of the Associate Centres Network.
 - The awarding of grants to study Spanish, by the Accredited Centres and Associate Centres, for students at Instituto Cervantes Centres and at members of the Associate Centres Network.
 - Recommendation of publications and teaching materials published in Spain, preferably those adapted to the *Instituto Cervantes Curricular Plan*.
- Pay the Instituto Cervantes an annual membership fee for the right of accreditation or association. The amount payable is set annually by the Instituto Cervantes Board of Directors and varies from country to country.
- Inform the Instituto Cervantes of the intention to extend the collaboration agreement, at least eight months prior to the expiry date of the agreement.

Application Requirements

To apply for Associate or Accredited Centre status, Centres must meet the following general requirements:

- Include the teaching of Spanish as a foreign language in their programmes, either by classroom instruction, or via the Internet.
- Be located in cities which have no Instituto Cervantes Centres (save in exceptional cases).
- Meet the minimum requirements of the Instituto Cervantes *Accreditation System of the Quality of Schools of Spanish as a Foreign Language* as regards academic activity and teaching quality, facilities and equipment, administrative organization, information and publicity, as well as the legal requirements set out in Annexe I.

Application for DELE Examination Centre follows a different procedure from that of Associate and Accredited Centres.

Please write to

diplomas@cervantes.es

to find out how to become a DELE examination Centre

Procedure

The procedure for joining the Associate Centres Network has several stages:

1. Beginning; 2. Favourable Quality Report; 3. Conclusion of Agreement.

1) Beginning of the procedure

- Submit the official application form to the Instituto Cervantes in order to initiate the procedure, together with a declaration that the centre meets the minimum requirements outlined in Annexe I.
- The centre receives the approval of the Instituto Cervantes to continue the procedure, according to the information obtained on the applying centres, to the information provided by the different areas and the different centres of the Instituto Cervantes throughout the world, and to the strategic plans of the Instituto Cervantes.
- Select an assessor, either the Instituto Cervantes itself, or one from the list of authorised Assessment Bodies, which will carry out a quality report and contract the issuing of the quality report (see Appendix V).



2) Issuing a favourable Quality Report

- The centre sends the assessment body the academic documentation required. This documentation includes the statement by the centre that it meets the legal requirements to engage in teaching activity (Annexe III).
- The assessment body makes an assessment visit to the centre, of an approximate duration of a day and a half. During the visit, verification is made of the conditions and indicators set out by the Instituto Cervantes to measure quality.
- The assessment body issues a quality report that specifies the score obtained, as well as the proposal for the teacher training module, if one is considered necessary.
- To proceed to the following phase, the report must be favourable.



3) Signing of Agreement

- A favourable quality report is not binding as regards the signing of the collaboration agreement with the Instituto Cervantes.
- The Instituto Cervantes will subsequently determine whether to sign an agreement which will effectively grant the centre membership of the Network, by means of which it would be called **Accredited Centre** (Spain) or **Associate Centre** (rest of the world).
- The terms and conditions contained in the agreements are those established by the Instituto Cervantes (see Annexe III).
- Agreements are valid for three years.

In the case of bodies that encompass a significant number of teaching Centres that meet the minimum requirements and that share similar internal procedures, methodology and documentation in all their Centres, there is the possibility, through an express agreement with the Instituto Cervantes, that the procedure to accredit the quality of the teaching Centres within that body may be different to that set out.

**For further information on the procedure to join the
Instituto Cervantes Associate Centres Network:**

centros.asociados@cervantes.es
<http://centrosasociados.cervantes.es>

Renewal of collaboration agreements within the framework of the Associate Centres Network

- In order to renew the agreement to join the Associate Centres Network, a prerequisite is for the Centre to formally notify the Instituto Cervantes of its intention to renew it **at least eight months** before the agreement expires.
- The Centre must be approved by the Instituto Cervantes.
- In the event that the Centre has been approved by the Instituto Cervantes, the Centre must request a new Quality Report six months before the end of the current agreement, either of the Instituto Cervantes or a recognized Assessment Authority (regardless of the body that issued the prior report).
- In the event that the Centre has received a favourable Quality Report, and the Instituto Cervantes considers it appropriate, an agreement to renew the agreement will be signed. Renewals are valid for four years.

Description of the assessment model of the Instituto Cervantes Accreditation System of the Quality of Schools of Spanish as a Foreign Language

The Instituto Cervantes *Accreditation System of the Quality of Schools of Spanish as a Foreign Language*, and more specifically, the assessment model it includes, has the following characteristics:

- It basically follows the audit model, but with a globalizing dimension, as it has an integrating approach to all the elements affecting a school of Spanish as a foreign language, and it is aimed at systematically collecting data on the assessment of all the elements as a whole.
- It uses qualitative and quantitative techniques: the instruments used are based on the Centre's self-assessment, direct observation (contrasting information sheets from the Centre itself, observing classes, analyzing the content of the Centre's documents, administrative organization, etc.). Other assessment instruments are of an oral interrogative nature (teaching and non-teaching staff, management) and of a written nature (questionnaires for students, teachers, results of objective DELE tests).
- It promotes collaborative participation: actions are carried out with the participation of the different agents involved: assessors, management, heads of studies, teachers, students, etc.
- It aims for consensus: the procedures and the instruments are agreed upon with the assessment bodies, and the results of the assessment and the areas for improvement, with the assessed schools of Spanish as a foreign language.
- It works with scientific rigour: it requires a precise definition of objectives, the use of valid and reliable instruments, the collection of data, their treatment with exactitude, and their coherent interpretation.

- It seeks to have an educational value: assessment enables the improvement of structures and of results, and leads to decision making on such fundamental aspects as:
 - maintaining the aspects that have received favourable assessment.
 - improving deficiencies,
 - changing or amending elements that need to be enhanced.

The assessment procedure proposed by Instituto Cervantes in its *Accreditation System of the Quality of Schools of Spanish as a Foreign Language* is based on a fundamental concept, one that is in line with the EFQM total quality model: the self-assessment of Centres that are candidates to join the Associate Centres Network or to renew previously concluded collaboration agreements.

The assessors evaluate indicators by appraising the evidence provided by the Centre of what it does as regards each indicator. Evidence is not mere verification or a mere statement that something is being done, but rather a verification made by the assessor, based on facts and/or documents that prove that the Centre is doing what it says it does. The level of evidence can be:

1	2	3	4	5
No evidence or anecdotal evidence	Some evidence	Evidence	Clear evidence	Total evidence

The assessment system proposed by the Instituto Cervantes may be defined by the following general chart:

1	2	3	4
Anecdotal evidence or no evidence	Evidence	Clear evidence	Total evidence

Throughout the assessment visit and during the final interview with the authorities of the Centre, if there are fundamental discrepancies between the self-assessment made by the Centre and the assessment carried out by the assessor, these will be pointed out.

Nevertheless, a more detailed, subsequent evaluation is needed, with the documentation provided by the Centre, before, during and after the visit. The final result of the assessment must be reflected in the quality report of the Centre in question.

All assessing bodies issue a quality report on the Centre, as well as a report with recommendations for the improvement of the quality of the services provided by the Centre in all the areas in which the Centre has not obtained the highest grade, based on the models provided by the Instituto Cervantes.

In addition, all assessing bodies justify the allocation of the training module assigned to the Centre and facilitate training guidance in accordance with the assessment carried out in the Centre.

Assessment Bodies

The Instituto Cervantes *Accreditation System of the Quality of Schools of Spanish as a Foreign Language* sets out the minimum requirements, the conditions and the indicators to be met by Centres requesting a quality report (Annexe II) so that, if the report is favourable and the Instituto Cervantes considers it appropriate, a Centre may join the Associate Centres network or renew the collaboration agreement.

The Instituto Cervantes *Accreditation System of the Quality of Schools of Spanish as a Foreign Language* envisages that the Instituto Cervantes may carry out the assessment of candidate Centres, both in Spain and in the rest of the world, and that it may have the collaboration of other institutions to perform the tasks for assessing the quality of teaching in Centres that wish to join the Associate Centres Network or to renew the collaboration agreements signed.

To do so, the Instituto Cervantes signs collaboration agreements that recognize, as Assessment Bodies, institutions that have the capacity and experience to verify the requirements and conditions to be met by Centres and that have experience in the administration and management of activities related to the teaching of Spanish as a foreign language.

The Assessment Bodies are responsible for verifying the extent to which the requirements, conditions and indicators of the *Accreditation System of the Quality of Schools of Spanish as a Foreign Language* are met by the Centres wishing to join the Associate Centres Network or by Centres wishing to renew their collaboration agreement with the Instituto Cervantes. The results of this assessment is recorded in the quality reports issued.

The relationship of the Assessment Bodies of the Instituto Cervantes *Accreditation System of the Quality of Schools of Spanish as a Foreign Language* and their contact information can be found in Annexe IV of this document.

ANNEXE I

MINIMUM REQUIREMENTS

Academic Activities and Teaching Quality

If the Centre mainly teaches Spanish to students physically attending the Centre's premises:

Teaches Spanish as a foreign language as a professional activity, whether this is the sole language, or a priority or complementary one (additional merits will be recognized in the case of Centres with two or more years' experience in teaching Spanish or whose governing body provides evidence of similar experience, even if the Centre in question is recently established).

Provides at least two Spanish Language teaching levels on a permanent basis.

Has a minimum of two teachers of Spanish and those teachers meet at least two of the following requirements:

- Hold a university degree.
- Provide documentary proof of specialized training in the teaching of Spanish as a foreign language (minimum 60 hours).
- Have at least two years' teaching experience in this area (equivalent to a minimum of 600 hours).

Has a teaching plan which includes, justifies and explains the following: definition of levels, objectives, contents, methodology and assessment criteria.

Has a Head of Studies or a teacher who carries out academic coordination duties.

If the Centre teaches Spanish via the Internet, either as its sole business, or among other activities:

That it meets the above requirements concerning Academic Activities and Teaching Quality, except that of having at least two teachers – in this case, it has at least one.

Facilities and Equipment

If the applying Centre mainly teaches Spanish to students who are physically present at the Centre:

Has a total area of at least 150 m² (although this may be less in the case of Centres which are entirely devoted to the teaching of Spanish as a foreign language, or depending on the volume of activity).

Has a minimum of two classrooms mainly used for the teaching of Spanish, and a library or a multiple-purpose room, which among other functions contains a library, as well as an area specifically assigned to teachers (a staff room, or equivalent), with access to at least one computer with an Internet connection.

Has sufficient resources for the volume of activity and at least the following resources are available: two audio players, a TV and a videotape player.

If the Centre teaches Spanish via the Internet, either as its sole business, or among other activities, it must have physical premises and sufficient technical resources to meet the needs of its activities:

Administrative Organization

Whether the applicant Centre mainly teaches Spanish to students who are physically present at the Centre or whether it teaches Spanish via the Internet:

Has sufficient human resources for the volume of academic activity and has at least one person dedicated exclusively to administrative tasks.

Information and publicity

Whether the applicant Centre mainly teaches Spanish to students who are physically present at the Centre or whether it teaches Spanish via the Internet:

The Centre has at least one publicity leaflet or analogous documentation (Web site or other format) available to the public, stating clearly and in detail the prices and registration fees to be paid by students, as well as the content of the courses offered and the conditions attached to the services supplied.

Legal requirements

The Assessment Body will check that the Centre can provide documented proof that it meets all legal requirements.

The legal representatives of the Centre will provide the Assessment Body with a sworn declaration binding them to present the original or authenticated copies of the legal documents to the Instituto Cervantes, should the Instituto wish to enter into an agreement incorporating the Centre into the Network or, if applicable, renew such an agreement.

The form for this sworn declaration will be provided by the Instituto Cervantes and will state that no agreement will be signed if the applicant Centre fails to prove to the latter, previously and in the appropriate form, that it meets all corresponding legal requirements to teach courses, by presenting the required documents, within eight months from applying for an association agreement, or within one month from requesting a renewal.

***Legal requirements for an agreement or renewal thereof within the
Associate Centres Network***



CENTRES IN SPAIN

- Single Businessperson: DNI (National Identity Document).

- Where the Centre is constituted as a company: constitutional title of the company or, where applicable, a modified version, properly lodged in the Register of Companies, where this prerequisite is demanded by trading legislation. If not, accreditation will be through the title or constitutional document, articles of association or founding document, showing the regulations governing activity, and registered, where applicable, in the corresponding official register.

- Where the applicant acts as a representative: deed of proxy, properly registered, where applicable, in the Register of Companies, and the DNI and NIF (Tax Identity Number) of the legal representative of the Centre.

- Local licence to practise and premises inspection documents.

- Latest receipt of the IAE (Economic Activities Tax or Company Tax). If any of the exemptions set out in Article 82.1.c of Royal Legislative Decree 2/2004 of 5 March apply, under which the Consolidated Text of the Law Regulating Local Finance was approved, proof of such should be provided in the form of an express statement recognizing such an exemption by the Spanish Taxation Authorities, or otherwise by a formal statement that the organization's annual turnover is less than one million euros, concerning the taxpayers identified in letter c) of Article 82.1 of the above-mentioned law, with the exception of individuals.

- Document certifying that the applicant has paid in full all social security obligations.

- Certification that the applicant has met in full all tax obligations during the previous twelve months.

- Administrative certification, judicial statement, or, if the former are not possible, legal declaration signed by the Centre's legal representative, declaring that the applicant has not incurred in any of the causes of incompatibility or incapacity laid out in Article 20 of the Public Administration Contracts Law.

- Document of title (Trademark Register) of the commercial name when it is different from that of the company or its owner, or an equivalent document.

***Legal requirements for an agreement or renewal thereof within the
Associate Centres Network***



**TEACHING CENTRES IN MEMBER STATES OF THE EUROPEAN UNION AND
IN STATES THAT ARE SIGNATORIES OF THE EUROPEAN ECONOMIC SPACE
AGREEMENT**

- Documentation certifying registration in the professional or commercial register, where this is required by the legislation of the State involved or, where this is not the case, a signed declaration verifying the non-existence of such a register or that such registration is non-compulsory. In the latter case, the founding documents of the Centre must be submitted.
- Document verifying my capacity to act as a legal representative of the Centre and National ID or analogous document of the Centre's legal representative.
- Solemn undertaking to submit to the jurisdiction of the Spanish courts at the level required for all incidents which, directly or indirectly, may occur in relation to the agreement signed with Instituto Cervantes.

All documents must be submitted with a certified translation into Spanish.



**TEACHING CENTRES NOT IN EU MEMBER STATES OR IN STATES THAT ARE
SIGNATORIES OF THE EUROPEAN ECONOMIC SPACE AGREEMENT**

- Report from the Permanent Diplomatic Mission from Spain present in the corresponding State or from the Consul's Office within whose territorial boundaries the Centre's address is located. In said report, it must be stated that the Centre is registered in the local professional, commercial or analogous register, or where not applicable, that it normally engages at the local level in language teaching activities.
- The National ID or analogous document of the legal representative of the Centre making the application, and a document verifying his/her capacity to act as the Centre's legal representative.
- Solemn undertaking to submit to the jurisdiction of the Spanish courts at the level required for all incidents which, directly or indirectly, may occur in relation to the agreement signed with the Instituto Cervantes.

All documents must be submitted with a certified translation into Spanish.

ANNEXE II

QUALITY REPORT

The issue of a quality report is carried out by an Assessment Body, authorised by the Instituto Cervantes itself or by one of the Assessment Organizations (see Annexe IV).

Once the declaration on the fulfilment of requirements is obtained, the process of carrying out the quality report begins.

The steps for obtaining this report are the following:

1. The applicant signs a contract with the selected Assessment Body requesting a quality report.
2. The applicant sends all the documents requested by the Assessment Body in order to prepare the evaluation visit, as well as a declaration stating that it agrees to present in a maximum of eight months the necessary legal documents should the Instituto Cervantes enter into an agreement (Annexe III).
3. Evaluation visit, with a duration of approximately a day and a half. The purpose of this visit is to check that the conditions and indicators established by Instituto Cervantes to measure the quality of the candidate Centre are complied with;
4. Issue of the quality report, in two copies. Meeting the minimum requirements does not guarantee a positive report, as this depends on the points scored in different areas.

A positive quality report is awarded when after appraisal, each section is awarded at least the minimum number of points required.

If the minimum number of points is not awarded in any one section (or if a score of zero points is given with respect to any of the conditions established), approval is not granted, even if the total number of points exceeds 80.

SCORING STRUCTURE FOR THE QUALITY REPORT

Instituto Cervantes Accreditation System of the Quality of Schools of Spanish as a Foreign Language

	Minimum	Maximum
1. Academic activity and teaching quality	44 points	55 points
2. Facilities and equipment	12 points	15 points
3. Administrative organization	20 points	25 points
4. Information and publicity	4 points	5 points
TOTAL	80 points	100 points

The scores will be reported in a special Instituto Cervantes format which will cover the following areas:

1. Academic Activities and Quality Teaching

- Planning a teaching scheme to ensure adequate progress in language learning.
- Qualified teaching staff.
- Effective methodology, suited to students' needs.
- Assessment of students' abilities and certification of studies completed.
- Information on students' progress.

2. Facilities and Equipment

- Suitable equipment and furniture.
- Well-equipped classrooms.
- Sufficient provision of materials and resources.

3. Administrative Organization

- Efficient administration and an organization model focused on customer service.
- Qualified administrative personnel.
- Accuracy and truthfulness in certificates and administrative documents.
- Complementary services.

4. Information and Publicity

- Complete, detailed information.
- Accurate information on services provided.
- Detailed prices for courses and complementary services.

1. Academic Activities and Quality Teaching

- Coherent structure, suited to the courses offered: levels, aims, content and methodology appropriate for students' necessities.
- Course programme and description of course contents available to teachers and students.
- Qualified teaching personnel, with the necessary preparation and experience to carry out their functions.
- Academic coordination to ensure the correct functioning of academic activities.

1. Academic Activities and Quality Teaching (cont.)

- Logistic and material support for teachers.
- Opportunities for the professional development of teachers.
- Planning and development of classes in accordance with the study plan.
- Effective use made of available teaching resources and appropriate use of teaching techniques.
- Responsible attitude by the teacher with respect to achieving the learning goals established, in a climate conducive to collaboration among the students.
- Effective system for grouping students by ability levels at the start of the study programme.
- Coherence and transparency in assessment procedures.
- Individualized guidance for students regarding their study progress and learning strategies.

2. Facilities and Equipment

- Adequate, well-maintained facilities.
- Satisfactory conditions of physical comfort in the premises, and meeting legal requirements on safety and hygiene.
- Distribution of space to enable the correct development of activities: classrooms, administrative area, staff room, study room, etc.
- Rooms or areas intended for complementary activities: library, self-study area, audiovisual media room, cafeteria, etc.
- Functional, well-maintained furniture and fittings.
- Adequate arrangement of furniture within the classrooms.
- Equipment and material resources in good condition and available to staff for use in the classroom.
- Accessibility and correct organization of materials and resources available to the students.

3. Administrative Organization

- Courteous attention to the public and effective response to requests for information.
- Speedy procedures for obtaining customers' opinions on the services provided, as well as for dealing with complaints and requests.
- Guidance for students concerning the choice of courses to be taken.
- Efficient procedure for registration and for payment of academic fees.
- Administrative staff with adequate preparation and experience to carry out their functions.
- Adequate distribution of administrative tasks, and effective performance.
- Correct awarding of diplomas, certificates and administrative certifications.

3. Administrative Organization (cont.)

- Effective academic administration: timetabling, distribution of classrooms, teacher substitutions, student attendance control, etc.
- Provision of extra-academic activities: social, cultural, sports, etc.
- For Centres where minors may be attending, suitability of programmes and services for the specific needs of this type of student.
- For Centres that offer study programmes including stays abroad, guidance and support concerning legal issues, insurance, etc. and assistance with obtaining accommodation and meals for the students.

4. Information and publicity

- Clear, detailed information about registration conditions and the services offered: accommodation, extra-academic programme, library, etc.
- Full, unambiguous information about the courses offered: dates and duration, timetables, maximum number of students per class, etc.
- Truthfulness and clarity of the information given in the Centre's publicity.
- Clear statement of the prices of the different services offered: courses, study materials, exams, library service, accommodation, etc.

The number of points is set out in a form drawn up by the Instituto Cervantes. The report concludes with:

- A report providing recommendations for improving the quality of the services provided by the Centre.
- A specific report on the training level of the Centre's staff and recommendation of one of the following training modules:
 - First Module: 30 hours, with a minimum of 10 hours the first year.
 - Second Module: 20 hours, at a rate of 10 hours per year.
 - Third Module: 10 hours.

The report will be issued in a maximum of two months from the date of the visit to the Centre. Under no circumstances will the date of issue exceed six months from the date of application, unless the Centre requests the temporary suspension of the procedure.

The issue of a report by an Assessment Body places no obligation on the part of the Instituto Cervantes to sign a joint agreement allowing a particular Centre to become part of the Instituto Cervantes Associate Centres Network.

If the report is granted directly by the Instituto Cervantes, it will send a copy to the Centre. If the report is provided via an Assessment Body, it will send this to the Instituto Cervantes and to the Centre in question within a maximum of ten days from the date of issue. The report must always be signed by an authorized person.

If a Centre does not achieve the points stipulated by the Instituto Cervantes, it may request a revised quality report up to one month after receipt of the first. The Centre will have a maximum of four months, from the date it requests such a review, to carry out the obligatory improvements indicated originally. If a new assessment visit is required, the Centre shall pay the evaluation agency's costs of transport, accommodation and meals. No other charge is made for this revision of the quality report (whether positive or negative).

Assessment bodies must always place at the disposal of the Instituto Cervantes the entire documentation on which the quality report is based, to be kept for the complete duration of the agreement, including any renewal decided upon. During the process of issuing the quality reports, assessment bodies must adopt the appropriate measures to safeguard the confidentiality of the information obtained throughout the procedure at all levels of the organization.

The non-legal documentation provided by the candidate Centre, contained within the file of association or that renewing the agreement, within the framework of the Associate Centres Network, will be destroyed by the Instituto Cervantes on expiry and non-renewal of the collaboration agreement, unless the Centre communicates in writing its wish for the documentation to be returned, in which case it shall be liable for the corresponding costs of dispatch.

Centres wishing to renew the agreement must apply for a new appraisal from the Instituto Cervantes eight months before the agreement expires and must complete the following steps:

- 1) Send the application form initiating the procedure for renewing the agreement to the Instituto Cervantes. When making the application, Centres must indicate the period of validity of the joint agreement signed with the Instituto Cervantes.
- 2) Receive a reply from the Instituto Cervantes, by email or fax, accepting the application.
- 3) Select an assessment body to be requested for a Quality Report (Annexe IV). Application may be made to the Assessment Body which issued the previous Quality Report, or to any other recognized Assessment Body.
- 4) Enter into a contract with an Assessment Body recognized by the Instituto Cervantes, having declared that the Centre still meets the legal conditions required for carrying out teaching activities (Annexe I).

Quality report appraisals required for renewing agreements with the Instituto Cervantes will be carried out within a maximum of three months after the Accredited or Associate Centre applies for it, and if they are favourable, must be sent to the Instituto Cervantes, with all the documents provided by the Centres, at least four months before the agreement expires.

ANNEXE III

COLLABORATION AGREEMENT WITH TEACHING CENTRES

The content of the collaboration agreements endorsed by Instituto Cervantes with teaching Centres to grant them membership of the "Associate Centres Network" will be formulated by the parties involved, adhering, without exception, to the general aims of the accreditation system of the Instituto Cervantes. Agreements must include:

a) Identification of the Parties

b) Purpose of the Agreement

Membership of teaching Centres in the "Associate Centres Network" and authorisation to employ the denomination "Instituto Cervantes Accredited Centre" if located in Spain and "Instituto Cervantes Associate Centre" if outside Spain, as well as the corresponding logo.

c) Obligations of the parties

See pp. 35 of the present document, detailing the advantages and obligations of membership in the Associate Centres Network.

d) Without exception, collaboration agreements will stipulate that:

- Accredited or associate Centres will not, either formally or functionally, join the public institution known as "Instituto Cervantes", nor the Centres which it possesses outside Spain. Therefore, even if accredited and associate Centres join the "Associate Centres Network", their own legal status remains unchanged and subject to such legal norms as are applicable in their particular case.
- Accredited and Associate Centres maintain responsibility for their own academic, administrative, financial and fiscal management, and as such remain completely independent. Instituto Cervantes accepts no responsibility of any kind in this respect.
- The management, teaching and administrative staff, as well as those of any other category in Accredited or Associate Centres, will have no relationship, neither contractual nor any other, with Instituto Cervantes.
- Instituto Cervantes reserves the right to carry out any visits to Accredited or Associate Centres it deems necessary in order to find out and evaluate the state of development of the activities and services offered, and to confirm that the level of evaluated conditions is being maintained.
- Accredited or Associate Centres must also respond to requests from Instituto Cervantes for information concerning their activities of the teaching of Spanish as a foreign language and the spread of culture in Spanish.

- The corporate identity norms that form part of the agreement regarding the use of the logo and the corresponding denomination for the Accredited or Associate Centre must be respected in its promotional materials concerning teaching Spanish as a foreign language.

e) Agreement Renewals

To renew the agreement, Centres must apply for a new appraisal from the assessment body authorized by Instituto Cervantes eight months before the agreement expires.

Once Instituto Cervantes has positively confirmed the renewal request, the Centre making said request must ask for a new evaluation from Instituto Cervantes or one of the other assessment bodies.

Centres are free to apply for this appraisal from the assessment body which provided the previous one, or from any other assessment body authorized by the Instituto Cervantes (Annexe IV). When making their application, Centres must indicate the period of validity of the collaboration agreement signed with the Instituto Cervantes.

f) Annual Fee

Instituto Cervantes will apply an annual accreditation or association fee to be made public in January of each year. Instituto Cervantes will collect this fee annually, charging this fee per twelve-month year and applying a pro-rata quota corresponding to the period it is in force.

The annual fee for Centres accredited in Spain shall be 1200 euros for 2010. Annexe VI details the 2010 fee for different countries.

Fees shall be collected as follows: the first time, within thirty days of signing the agreement, and afterwards, within the first two months of each year, through a bank transfer to the account indicated in each case by Instituto Cervantes.

g) Validity

Agreements will have a duration of three years, renewable only by mutual agreement for equal periods of time. The renewals are valid for four years.

h) Withdrawal

Withdrawal from agreements by either party must be notified in writing to the other, at least six months before the date of conclusion. From the notification date, accredited or Associate Centres may no longer employ the corresponding denomination.

i) Termination of Agreement

Agreements may be terminated at any time due to Accredited or Associate Centres' failure to meet their obligations. Inappropriate use of the "Instituto Cervantes Accredited Centre" or the "Instituto Cervantes Associate Centre" denomination and the corresponding logo are considered justification for the automatic termination of agreements.

j) Withdrawal and Termination

Independently of the date on which the agreement concludes, due either to withdrawal or to one of the causes of termination, Accredited or Associate Centres will have no right of refund of payments already made to the Instituto Cervantes.

k) Jurisdiction

In the event of conflict, and to clarify issues arising from the interpretation or execution of agreements, the parties involved accept the jurisdiction of the courts of Madrid.

ANNEXE IV

LIST OF ASSESSMENT BODIES RECOGNISED BY INSTITUTO CERVANTES TO ISSUE THE QUALITY REPORTS REQUIRED

INSTITUTO CERVANTES

- **Contact:** Ms. Nuria Vaquero Ibarra
- **E-mail:** centros.asociados@cervantes.es
- **Address:**
Unidad de Centros Asociados
Instituto Cervantes
C/ Alcalá 49
28014 Madrid (SPAIN)
- **Telephone:** +34 - 91 587 02 88 / **Fax:** +34 – 91 – 587 00 97

UNIVERSIDAD DE ALCALÁ:

- **Contact:** Mr Florentino Paredes
- **E-mail:** florentino.paredes@uah.es
- **Address:**
Facultad de Filosofía y Letras
Universidad de Alcalá
Colegio de San José de Caracciolos
C/ Trinidad, 5
28801 Alcalá de Henares, Madrid (SPAIN)
- **Telephone:** +34 - 91 885 44 81 / **Fax:** +34 - 91 885 44 13

UNIVERSIDAD ANTONIO DE NEBRIJA:

- **Contact:** Ms Fernanda Rodríguez
- **E-mail:** entidad@nebrija.es
- **Address:**
Universidad Antonio de Nebrija
Campus de la Dehesa de la Villa
C/ Pirineos, 55
28040 Madrid (SPAIN)
- **Telephone:** +34 - 91 452 11 00 / **Fax:** +34 – 91 452 11 10

UNIVERSIDAD AUTÓNOMA DE MADRID:

- **Contact:** Mr Javier García
- **E-mail:** javier.garcia@uam.es; entidadasesora.institutocervantes@uam.es
- **Address:**
Departamento de Filología Española
Facultad de Filosofía y Letras
Universidad Autónoma de Madrid
28049 Madrid (SPAIN)
- **Telephone:** +34 - 91 497 86 55 / **Fax:** +34 - 91 497 86 98

**LIST OF ASSESSMENT BODIES RECOGNISED BY INSTITUTO CERVANTES
TO ISSUE THE QUALITY REPORTS REQUIRED**

UNIVERSIDAD ROVIRA I VIRGILI (TARRAGONA)

- **Contact:** Ms Esther Forgas
- **E-mail:** esther.forgas@urv.cat
- **Address:**
Servicio Evaluador de Lengua Española (SELE)
Departamento de Filologías Románicas
Facultad de Letras Campus Centre
Universidad Rovira i Virgili
Av. Cataluña 35
43002 Tarragona
- **Telephone:** +34 –977 55 95 39 / **Fax:** +34 - 977-55 95 97

SEA (ASOCIACIÓN DE CENTROS DE IDIOMAS)

- **Contact:** Sra. D^a Jimena Sabagh
- **E-mail:** coordinacion@idiomas.org.ar
- **Address:**
SEA - Asociación de Centros de Idiomas
Viamonte 371
1053 - Ciudad de Buenos Aires
ARGENTINA
- **Telephone:** 54 11 45 16 04 27 / **Fax:** 54 11 45 16 04 27

ANNEXE V

FREQUENTLY ASKED QUESTIONS

What kind of centres can apply to become Instituto Cervantes Associate Centres?

This designation is open to public or private teaching Centres of Spanish as a foreign language that:

- Offer teaching of Spanish as a foreign language, either in a classroom setting or via on-line learning programmes.
- Are located, preferentially, in cities where there is no Instituto Cervantes Centre.
- Meet the minimum requirements of the Instituto Cervantes quality accreditation system regarding their academic and teaching standards, installations and equipment, administrative organization, information and promotional activities, and other legal requirements detailed in Annexe I.

In analysing applications, Instituto Cervantes will consider the following:

- Information collected regarding applicant Centres (especially, whether the Centre has more than two years' experience in teaching Spanish or that the Centre's management has similar experience, regardless of whether the Centre itself was recently created).
- Information provided by different areas within Instituto Cervantes and by Instituto Cervantes Centres around the world.
- Instituto Cervantes's strategic plans.

Is it the same to have either Associate or Accredited Centre status as to be an Examination Centre for the Diplomas in Spanish as a Foreign Language (DELE) of Instituto Cervantes?

No. The procedure for becoming an examination centre is different, since the condition of Accredited Centre or of Associate Centre does not imply Examination Centre (DELE) status.

If a Centre wishes to become a DELE Examination Centre, the procedure is different; it should apply to the Diplomas Department of Instituto Cervantes (diplomas@cervantes.es or <http://www.diplomas.cervantes.es/instituciones/centros.jsp>)

What does it mean to be an Instituto Cervantes Associate Centre?

Among other benefits:

- It means that Instituto Cervantes has approved the quality level of the teaching and services offered. This status confers the right to use Instituto Cervantes' specially designed logo for Associate or Accredited Centres.
- Centres are included in direct promotions carried out by Instituto Cervantes on behalf of its network, a mark of quality.
- Access to products and services of Instituto Cervantes under the favourable terms established in its guidelines.

Do the Centres in the "Spanish in Spain" database belong to the Instituto Cervantes Associate Centres Network?

Not necessarily. "Spanish in Spain" (<http://eee.cervantes.es>) is a directory of all the Spanish courses and teaching Centres in Spain, containing data entered by the Centres themselves. Instituto Cervantes does not appraise them, but Accredited Centres are indicated.

Who assesses quality? How is this done?

Assessment of the quality of an applicant Centre is the responsibility of Instituto Cervantes or its recognized Assessment bodies. If a Centre reaches the established level of quality, calculated according to several requirements, general conditions and indicators, a favourable quality report is granted.

Does a report granted by an Assessment Body automatically imply Accredited Centre recognition?

The quality report does not bind the Instituto Cervantes to an agreement. Each Centre's dossier is studied before any agreement with the Centre under inspection is signed.

Can a Centre that has initiated the procedure use the Associate or Accredited Centre logo?

Until an agreement is signed between a Centre and Instituto Cervantes, it may not use the logo. As a guarantee of proper use and respect for graphic identity standards, it is Instituto Cervantes which sends the logo to each Associate or Accredited Centre, after the agreement has been signed.

How long are agreements valid? Can they be renewed?

Agreements are valid for three years. To renew agreements, a new quality report must be sought eight months before the valid one expires. The renewals are valid for four years. To renew the agreement within the Associate Centres Network, a formal request must be made to Instituto Cervantes six months before the agreement in force expires. Once approval to continue with the procedure has been received, the Centre should request a new quality assessment, either from Instituto Cervantes or another authorized assessment body, regardless of which assessment body provided the previous quality evaluation.

What expenses does the Associate or Accredited Centre assume before and after being a member of the Associate Centres Network?

A. Before joining the Associate Centres Network and for every request to renew the agreement, the fee must be paid to the chosen assessment body in order for it to carry out the quality report.

1) Quality Report

Each Assessment Body determines this amount, and so these may differ, but the following principles should apply:

- the price should be the same for each country;
- it should not be more than the standard fee established annually by Instituto Cervantes for each country;
- assessment bodies may apply to this standard fee a maximum discount of 20% on the rates established by Instituto Cervantes, for each country and year.

2) Expenses arising from the assessment visit

Centres must also meet the travel and accommodation expenses of the staff who carry out the assessment visit. All Assessment Bodies will adjust their prices as much as possible to save costs (e.g., planning visiting days to take advantage of discount transport and special hotel rates).

B. After joining the Associate Centres Network:

1) Annual fee paid to Instituto Cervantes

For Accredited Centres in Spain, this is 1,200 euros for the year 2010 (for other countries, please see Annexe VI).

The fee for each country is established annually by the Instituto Cervantes Board of Directors.

2) Other expenses

Where the Instituto Cervantes assigns training programmes, Centres must finance all related expenses, covering the speakers' travel, accommodation, fees, where applicable.

If an agreement is signed, for example, in the month of June, is it necessary to pay the full annual fee?

No, in that case the proportional quota corresponding to 6 months applies.

When should the fee be paid to Instituto Cervantes?

Payment is due within thirty days after the signature of the agreement. In subsequent years, the fee should be paid within the first two months of the year.

ANNEXE VI

ACCREDITATION AND ASSOCIATION FEES AND THE MAXIMUM COST OF QUALITY ASSESSMENT 2010

COUNTRY	PRICES IN EUROS	COUNTRY	PRICES IN EUROS
ALBANIA	300	ECUADOR	450
ALEMANIA	1.400	EGIPTO	450
ANDORRA	1.400	EL SALVADOR	450
ANGOLA	300	EMIR. ÁRABES UNIDOS	1.400
ARABIA SAUDÍ	800	ESLOVAQUIA	800
ARGELIA	650	ESLOVENIA	1.000
ARGENTINA	800	ESPAÑA	1.200
ARMENIA	300	ESTADOS UNIDOS	1.400
AUSTRALIA	1.400	ESTONIA	1.000
AUSTRIA	1.400	ETIOPÍA	300
BÉLGICA	1.400	FILIPINAS	450
BIELORRUSIA	450	FINLANDIA	1.400
BOLIVIA	300	FRANCIA	1.400
BOSNIA-HERZEGOVINA	300	GABÓN	650
BRASIL	650	GEORGIA	300
BULGARIA	650	GHANA	300
CAMERÚN	300	GUATEMALA	450
CANADÁ	1.400	GUINEA ECUATORIAL	300
CHILE	800	HAITÍ	300
CHINA	450	HONDURAS	300
CHIPRE	1.000	HONG-KONG	1.400
COLOMBIA	650	HUNGRÍA	800
COREA	1.000	INDIA	300
COSTA DE MARFIL	300	INDONESIA	300
COSTA RICA	650	IRAK	300
CROACIA	450	IRÁN	650
CUBA	300	IRLANDA	1.400
DINAMARCA	1.400	ISLANDIA	1.400

ANNEXE VII
ACCREDITATION AND ASSOCIATION FEES AND THE MAXIMUM COST OF
QUALITY ASSESSMENT
2010

COUNTRY	PRICES IN EUROS	COUNTRY	PRICES IN EUROS
ISRAEL	1.200	PAKISTÁN	300
ITALIA	1.400	PANAMÁ	650
JAMAICA	300	PARAGUAY	450
JAPÓN	1.400	PERÚ	450
JORDANIA	450	POLONIA	800
KAZAJSTÁN	450	PORTUGAL	1.000
KENIA	300	REINO UNIDO	1.400
KIRGUISTÁN	300	REPÚBLICA CHECA	1.000
KUWAIT	1.000	REPÚBLICA DOMINICANA	450
LETONIA	800	RUMANÍA	650
LÍBANO	450	RUSIA	650
LIBERIA	300	SENEGAL	300
LIBIA	800	SERBIA	300
LITUANIA	800	SINGAPUR	1.400
LUXEMBURGO	1.400	SIRIA	450
MALASIA	800	SUDÁFRICA	650
MALTA	1.000	SUECIA	1.400
MARRUECOS	450	SUIZA	1.400
MAURITANIA	300	TAILANDIA	650
MÉXICO	800	TAIWÁN	1.400
MOLDAVIA	300	TANZANIA	300
MONTENEGRO	300	TÚNEZ	650
MOZAMBIQUE	300	TURQUÍA	650
NICARAGUA	300	URUGUAY	800
NAMIBIA	450	VENEZUELA	800
NIGERIA	300	YEMEN	300
NORUEGA	1.400	ZAIRE/CONGO	300
NUEVA ZELANDA	1.200	ZIMBABUE	300
PAÍSES BAJOS	1.400		

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