



## Quality Charter

LINGUAPOLIS, the Institute for Language and Communication of the University of Antwerp, guarantees a correct, respectful and high-quality attitude towards its customers and staff. Quality is our top priority. Both small and large assignments receive the attention they deserve.

LINGUAPOLIS remains faithful to the following quality principles:

- ✓ We judge assignments expertly, based on a series of well-defined core competences. LINGUAPOLIS draws on more than 25 years of **experience** and has a wealth of academic **expertise** at hand.
- ✓ We prepare each assignment with regard to relevant and specific criteria. LINGUAPOLIS assignments can be recognized by their **reliability** and **endurance**.
- ✓ We seek to maintain an optimal price-quality ratio. We analyse the level of **satisfaction** and suggestions of our customers so that we can continue to improve the quality of our service.
- ✓ LINGUAPOLIS feels strongly about **customer service**. Thanks to the efficiency, flexibility and passion of all staff we can always offer the right solution for several target groups.
- ✓ All LINGUAPOLIS **staff** have one or more university degrees in the field of linguistics and/or pedagogy. In addition they can provide excellent references.  
After a strict selection procedure before employment LINGUAPOLIS staff are continuously evaluated, trained and guided.  
Project co-ordinators, team leaders and linguistic and pedagogical advisers ensure a professional setting, pedagogical support and coaching of all LINGUAPOLIS staff.  
A stimulating working environment, sufficient lesson preparation time, fair remuneration and encouragement to participate in pedagogical or professional training create motivated and engaged staff.