

## **OPTIMA - Bulgaria**

### **Inspection and Accreditation Scheme** *(Excerpts)*

#### **I.MANAGEMENT**

**total: 20**

**pass: 14**

#### **1. Accuracy and veracity of information**

**Total: 6**

**pass: 4**

<b>Focus points</b>	<b>Points to check</b>	<b>Score</b>	<b>Comments</b>
1.1. Course description	Information about course length and dates, class size, age restrictions, range of levels, course types	0/2	
1.2. Course procedures	Information about placement procedures, ongoing assessment, certification ❖ Check brochures, leaflets and other recent publicity materials including website.	0/2	
1.3. Price specification	Check whether before enrolment clients are provided with clear information on: number of hours taught, dates of closure and holidays, what is included in the course fee / enrolment fee, materials, exam fees; methods of payment, cancellations, and withdrawals. ❖ Check brochures, price lists, speak to admin staff and students.	0/2	

#### **2. Administrative management**

**total: 14**

**pass: 10**

<b>Focus points</b>	<b>Points to check</b>	<b>Score</b>	<b>Comments</b>
2.1. Organizational structure, distribution of responsibilities, communication	❖ Check management structure, organogram. Are Teachers aware of it? ❖ Check channels of communication /notice board, meetings, memos, other forms.	0/2	

2.2. Job descriptions	Check availability of job description of staff involved in management	0/2	
2.3. Observation of legal requirements	Check legal registration	0/2	
2.4. Observation of financial requirements	Check tax registration, social security registration, annual profit and loss account	0/2	
2.5. Procedure for dealing with staff grievances	Check for relevant documents /talk to staff.	0/2	
2.6. Recruitment policy aimed at employing appropriately trained, qualified and experienced staff	<ul style="list-style-type: none"> <li>❖ Ways of employing staff are they interviewed?</li> <li>❖ Check staff files for CVs and copies of qualifications.</li> </ul>	0/2	
2.7. Specified procedure for dealing with complaints and indiscipline	Speak to teachers and students and look for oral or written regulations.	0/2	