

PASE - Poland

Recognition Scheme

(Excerpts)

II. MANAGEMENT

total: 20

pass: 14

1. Administration and organization

total: 10

pass: 7

FOCUS POINTS	
a Clear lines of management	<ul style="list-style-type: none">• management structure• communication channels
b Dealing with the staff	<ul style="list-style-type: none">• written contracts• comprehensive job description• procedures for dealing with grievances and disciplinary problems
c Dealing with the customer	<ul style="list-style-type: none">• enrolment procedures• reception service: comprehensive information for the customer including availability of the level descriptions• contracts with the customer: tuition fee, duration of the course/ number of hours, extras provided, number of students in a group• course feedback questionnaires

2. PR and Marketing Ethics

total: 10

pass: 7

Focus points	
a. Promotion and advertising	<ul style="list-style-type: none">• fairness of advertising• truthfulness of information
b. Fair trading	<ul style="list-style-type: none">• fairness of dealing with the competition• fairness in dealing with the customer