



## QUALITY POLICY

### - Learning Languages to Secure the Future -

The GoAcademy! Sprachschule Düsseldorf has been a language learning centre for private clients, organisations, corporate clients and language friends from all over the world since 1990. We offer qualified, interactive, and lively language training in 32 languages by trained native speakers.

GoAcademy! Sprachschule Düsseldorf is a recognized examination and test center for official language tests, TELC, TestDaF, Test AS, Telc C1 Kompetenzzentrum, WiDaF, TOEFL, as well as TOEIC.

Our concept:

Lively language instruction that is constantly being developed and integrates new findings from language research, digital teaching, and learning design such as LMS.

Instructors, who are trained, qualified native speakers, teach the language in combination with culture, vocabulary, grammar, and tradition. Modern learning systems with tutored autonomous learning (advanced blended learning) and hybrid learning are integrated.

In the corporate sector, we work with the concept of modular learning, which combines various forms of training in a didactic system with educational monitoring and examination formats. Precise analysis of the current situation and goals, transparent educational processes, target agreements and learning evaluations make it possible to train employees in the language according to the needs of the company. This enables the participants to position themselves better on the job market.

Our target groups are:

Private participants from the Düsseldorf area, international German course participants, medical students, prospective students, and companies as well as organizations and further education mediators. For this purpose, we offer evening courses, intensive courses, private lessons, language certificates, online and hybrid trainings.

Our quality objectives include

- Customer satisfaction
- Optimization of the processes
- Best possible learning outcomes
- Continuous improvement of services
- Integration of participants in AZAV measures
- Continuous learning monitoring

We determine the requirements of our customers and work on the continuous improvement of the quality management system and our services.

We review and evaluate the requirements of ISO 9001, the AZAV and our own specifications at regular intervals. When planning and implementing measures for the labour market, we are guided by the needs of the market and the region.

It is ensured that all employees are suitable to fulfil their tasks in the interest of our customers based on their personal and professional skills.

Düsseldorf, the 09.12.2019