

11 February 2022

Lidia Zielińska  
Language Centre  
Cracow University of Economics  
ul. Rakowicka 27  
31 - 510 Cracow  
Poland

Dear Lidia,

It gives me great pleasure to inform you that Eaquals has endorsed the recommendation to re-confirm **the Language Centre of Cracow University of Economics** as an accredited member of Eaquals. Your membership will be valid until **31 December 2025**.

According to Eaquals principles the Language Centre of Cracow University of Economics may use the following statement as reference in publicity and on the website:

The Language Centre of Cracow University of Economics was inspected by Eaquals in 2021 and met the high standards required for Eaquals accreditation. The teaching, the course programmes, as well as the course organisation, the learning resources, testing and evaluation were all judged to be of high quality. It was found that the institution takes great care to protect the welfare of its clients and staff, and all publicity materials produced by the institution are accurate and truthful.

You may also publish the words:

The Inspectors identified points of excellence in the following categories:

#### Management and Administration

Management and Administration is an area of excellence because the Language Centre's activities are well integrated within the wider institution's international strategy and language policy. There is clear evidence of highly effective leadership with appropriate systems for delegation which engage and involve staff in the development of the language centre.

#### Communication with Staff

Communication with Staff is an area of excellence because there is an exceptionally effective mix of formal and informal online communication, and there are regular opportunities and established mechanisms for staff to contribute their opinions and ideas for the running and development of the Centre.

#### Communication with Students and Other Stakeholders

Communication with Students and Other Stakeholders is excellent because the information on the Language Centre's website and e-platforms is exceptionally well-organised and transparent, and very easily accessible.

#### Academic Resources

Academic Resources are excellent because there is a wide range of internally-produced resources, such as in-house banks of electronic materials, which are used effectively to enhance learning. There is a wide range of well-designed self-study resources, related to course content, which foster learner independence and self-directed learning.

#### Staff Profile and Development

Staff Profile and Development is an area of excellence because here is a high proportion of staff with qualifications and experience well above the minimum level required for the role. There is a rich programme of in-house training, with input from outside trainers (university and external) and involvement of the



Language Centre's own staff, and the Language Centre is supportive towards staff undertaking additional training or professional development by providing financial support for the training and travel costs.

In addition you are permitted to publish or share the final version of your report on condition that it is shared or published in its entirety only.

I would like to extend my warmest congratulations on the excellent result of the inspection, and encourage you to take note of the inspectors' recommendations.

I wish you well with your programme of continuous improvement.

Best wishes,

A handwritten signature in blue ink, appearing to read 'Ludka Kotarska', is placed above the printed name.

Ludka Kotarska  
Director of Accreditation and Consultancy