You are the director of a language centre

You want to:
- develop your clientele,
- make your centre more attractive,
- enrich your professional practices.

The *Qualité français langue étrangère* label
- guarantees the quality of your services,
- helps you promote your centre in France and abroad,
- unites your team around a quality approach.

The *Qualité français langue étrangère* also means:
- national and international recognition,
- a network for institutional promotion abroad,
- a community of 115 certified centres,
- a team of experts at your service,
- communication tools to assist you,
- advisory bodies.

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**Enquiries and registration**

Centre international d’études pédagogiques (CIEP)

Département langue française

1, avenue Léon Journault - 92318 Sèvres cedex

qualitefle@ciep.fr

01 45 07 63 65

www.qualitefle.fr

Label_FLE

www.facebook.com/label.fle

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You will find more information on

www.qualitefle.fr

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A label delivered by three ministries

The Qualité française langue étrangère label is the result of a quality assurance approach jointly adopted by:
- the Ministry of Higher Education, Research and Innovation,
- the Ministry of Culture,
- the Ministry of Europe and Foreign Affairs, members of the Interministerial Certification Committee (CIL - Commission interministérielle de labellisation), which awards the label.

Created by ministerial decree in 2007, it enables:
- the general public at large to identify centres providing French language classes and services of guaranteed quality;
- language centres to enjoy official recognition of their services, along with institutional promotion.

Management of the label has been entrusted to CIEP, a public establishment of the French Ministry for National Education.

It is supervised by an Advisory Council, a consultative body chaired by the Delegate-General for the French Language and the Languages of France, and composed of representatives of the three supervising ministries, and FFL* and quality assurance professionals and experts.

A permanent work group including representatives of certified centres (ADCUFE, Fondation Alliance française, Groupement FLE, SOUFFLE and UNOSEL) drafts proposals for the development of procedures and tools.

Obtaining the label

How is the label awarded?
Your centre must meet admittance criteria in order to apply for certification.
Once your application has been submitted, you need to prepare for certification by using the label tools made available to you. An on-site audit will check to what extent the services you provide comply with the quality standards required by the quality reference framework.

The audit and the reference framework focus on five areas:
Reception - Premises - Management - Teachers - Courses

The Interministerial Certification Committee gives its decision on the basis of the audit report.

For each of these areas, the reference framework contains 15 to 25 quality indicators that the auditors assess from 0 (not in compliance) to 3 (fully in compliance). According to the average of the scores, the centre is awarded 1 to 3 stars per area.
The centre does not obtain the label:
- If the score in one of the five areas is insufficient to obtain at least one star;
- If any critical quality indicator is not in compliance. 30% of indicators are considered critical because of their fundamental importance.

What are the deadlines?
You can fix the date for the audit yourself, but it must take place between 6 weeks and 12 months after you submitted your application. The decision concerning your submission will be announced at the first meeting of the Interministerial Committee following the audit. The label is awarded for a period of 4 years.

The label’s advantages

Assistance with the development of your quality approach
- help with each stage of the process,
- tools available to you to help draft a continuous improvement plan (reference framework, self-evaluation grid, candidate centre manual, and audit manual),
- regularly updated technical and professional information (dedicated professional website and newsletter),
- exchanges and testimonies within the community of certified centres.

Institutional promotion
- a website for the general public, published in 5 languages: www.qualitefle.fr,
- a printed directory with a 15,000-copy print run,
- the right to use the Qualité française langue étrangère label logo,
- promotion within the French network for international cooperation (embassies, the Institut français, Campus France, etc.), high education institutions,
- dissemination of information at trade fairs and other professional exhibitions,
- presence on social networks,
- information provided to local authorities,
- publication in the Department for National Education’s Official Bulletin.

You will find full information on www.qualitefle.fr

* French as a foreign language

www.qualitefle.fr