Quality Charter

ECAP believes that quality in **adult education** is a continuous and participatory process – supported by all staff and embedded in all activities.

Our concept of quality is based on the following fundamental principles:

- All adults have the right to high-quality training and continuing education programmes – which are verifiable and continuously developed.
- Quality control concerns the entire organisation and all staff in their respective roles.
- Quality development concerns processes – it is dynamic, never-ending, and requires continuous reflection and adaptation.

Quality development at ECAP – our approach

All ECAP regional centres draw up an annual quality development plan based on the fundamental principles of the foundation and the following **eleven guidelines:**

1. **Needs analysis as a starting point**
   We carefully and regularly analyse the training needs of the target groups – differentiating them according to their social, cultural and professional context.

2. **Alignment of training programmes with participants and partners**
   Our projects are geared towards the needs of participants as well as the requirements of clients, funding bodies and partners. They are continuously reviewed and adapted.

3. **Transparent procedures**
   We define the framework conditions together with all stakeholders – in a participatory and comprehensible manner.

4. **Clear communication**
   Information is transparent, comprehensive, accessible and understandable – tailored to the linguistic and cultural backgrounds of our target groups.

5. **Support for people with little educational experience**
   We promote self-reflection, awareness of skills and career guidance so that participants can independently choose and follow training paths that correspond to their goals and life circumstances.

6. **Systematic evaluation**
   We regularly evaluate objectives, effects and satisfaction. The results obtained contribute directly to the development of our training work.

7. **Participation of all staff**
   All staff actively participate in quality development. Their involvement strengthens processes, motivation and organisational learning.

8. **External quality control**
   Our training centres regularly submit their quality to checks by external certification bodies and comply with the guidelines of the funding bodies.

9. **Competence development in the team**
   The continuous professional, methodological and cultural training of our staff is a prerequisite for sustainable quality. The foundation actively promotes and supports this.

10. **Research, innovation and exchange**
    Quality comes from thinking ahead. We encourage critical thinking, experiment with new approaches and cultivate the exchange of experiences – both internally and externally.

11. **Agility in an intercultural context**
    Our organisation is agile and dynamic: it reacts quickly to social changes, new requirements and evolving training needs.