



EUROPA-UNIVERSITÄT  
VIADRINA  
FRANKFURT (ODER)



## **Quality Benchmarks for Language Teaching**

### **The Second Wulkow Meeting of Directors of Language Centres in Higher Education in Europe**

Dates: January, 14<sup>th</sup> – 17<sup>th</sup> 2010

Venues: Europa-Universität Viadrina Frankfurt (Oder) (Germany)  
Parkhotel Schloss Wulkow (Brandenburg/Germany)

Number of participants: 30

Format: Short presentations

Group discussions in English, German and French (other languages not excluded)

Costs: 350 Euros (fee, hotel with full board, excursion, coffee and materials included)

#### **Aims of the meeting:**

This meeting will provide a platform for the exchange of ideas and the reflection on quality standards for language teaching and learning in higher education. With the Bologna Process, learning foreign languages has become an essential ingredient of courses of study at institution of higher education in Europe. In most of our countries, there are no set standards for languages at university level. If there are any, e.g. set by ministries or by stakeholders within our own institutions, they sometimes clash with our ideas of professionalism.

In order to improve communication between language centres and stakeholders in higher education, the meeting will attempt to formulate a list of essential conditions, which will have to be met by us, by the teaching and learning institutions themselves, if we want to achieve our aims. We will, however, address the preconditions which have to be met by the decision makers, on which our work depends.

The outcome of our first meeting, which inspired the Wulkow Memorandum, is indeed encouraging. We have received positive feedback from colleagues, but also from stakeholders, who realise that they had lacked information, now provided by our memorandum. Whereas the Wulkow Memorandum remained on a somewhat general level, mapping out the area, we will be more concrete for a second paper, published after our meeting.

We are very optimistic, that the second meeting will again one step forward towards a common European space for language learning in higher education.

## **Provisional programme**

Thursday, January 14<sup>th</sup>

- 14:00 Registration and Coffee
- 16:00 Opening: The President of the Europa-Universität Viadrina
- 16:15 Thomas Vogel: Introduction
- 16:30 Getting to know each other and brainstorming first ideas
- 18:00 Transfer to Friedersdorf by bus
- 19:00 Dinner
- 22:00 Transfer to Parkhotel Schloss Wulkos

Friday, January 15<sup>th</sup>

- 9 – 18 Meeting

Saturday, January 16<sup>th</sup>

- 9 – 14 Meeting
- 14 – 18 Excursion to Gusow Castle
- 18:00 Finalising the second memorandum
- 19:00 Dinner

Sunday, January 17<sup>th</sup>

Departure Bus transfer

Preliminary registration:

Dr. Thomas Vogel  
Sprachenzentrum  
Europa-Universität Viadrina Frankfurt (Oder)  
Gr. Scharnstr. 59  
D-15230 Frankfurt (Oder)  
Fone: +49 335 5534 - 3710  
Fax: - 3719  
Email: [vogel@euv-frankfurt-o.de](mailto:vogel@euv-frankfurt-o.de)

# Registration



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## Europa-Universität Viadrina Frankfurt (Oder) Quality Benchmarks for Language Teaching

The Second Wulkow Meeting of Directors of Language Centres in Higher Education in Europe

14/01/10 – 17/01/10

Surname: \_\_\_\_\_ First name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Citizenship: \_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail address: \_\_\_\_\_

**Fee: 350,00 Euro (incl. 19% VAT) payable until 30/11/09**

**Inclusive:** single room with full board and transfer Frankfurt (Oder) – Wulkow, excursions, coffee breaks, materials, excluding drinks

**Yes, I will participate in the meeting.**

Date \_\_\_\_\_ Signature \_\_\_\_\_

(With his / here signature the participant accepts the general terms and conditions of business of viadrina sprachen gmbh.)

**Deadline for registration: 30/11/09**

**Please complete and return to:**

 viadrina sprachen gmbh  
Spiekerstraße 11a  
15230 Frankfurt (Oder)  
 /  0335 – 40 16 324/6  
 GF 0335 – 40 16 325  
[info@viadrina-sprachen.com](mailto:info@viadrina-sprachen.com)  
[www.viadrina-sprachen.com](http://www.viadrina-sprachen.com)

All charges are for the account of the participant.

<b>Account holder:</b> viadrina sprachen gmbh	<b>Swift-Code:</b> BYLADEM1001
<b>Account number:</b> 53 4883	<b>IBAN:</b> DE06120300000000534883
<b>Bank routing number:</b> 120 300 00	
<b>Bank:</b> Deutsche Kreditbank AG	
<b>reference:</b> your name/ meetingCercle10	

# General Standard Terms and Conditions

## 1. Programme and services

1. These General Standard Terms and Conditions relate to the services described in the programme.
2. Special terms and conditions apply to services that are offered in the semester language courses based on the contract with the Europe University Viadrina (see Terms and Conditions for Semester Courses).
3. In the case of courses involving private tuition, the services agreed in the contract apply.
4. In cases where viadrina sprachen gmbh arranges services that are not part of the programme's described range of services – e.g. travel cancellation insurance, transport services, services from other providers' programmes – for the participants of a programme, the contractual terms and conditions of the respective service provider apply.
5. The minimum age for participation in viadrina sprachen gmbh's courses\* is 18. Special terms and conditions of participation apply to younger participants, who furthermore require the consent of their parents or guardian.

## 2. Registration

1. Please complete and return the registration form to viadrina sprachen gmbh. Your registration will not be deemed to have been accepted until it has been checked and confirmed by viadrina sprachen gmbh.
2. Registration will be deemed to be booked once the full course fee has been paid in cash or by bank transfer before the registration deadline (you will receive a receipt or invoice).
3. The contract will be deemed to be formed on confirmation by viadrina sprachen gmbh.
4. In the case of courses involving private tuition, the payment terms are described in the contract.
5. If not enough registrations for a group course are received by the registration deadline, we reserve the right to cancel the course. In this case, tuition fees that have already been paid will be refunded in full. If payment is made in good time, your place on the course is guaranteed if the minimum number of participants is reached and enough places are available.

## 3. Course dates

1. The participants will be informed about the course dates before the course begins. viadrina sprachen gmbh will inform the participants of any changes at least 24 hours prior to the course date.
2. In the case of private and small-group tuition, participants can arrange other dates with the teacher(s) with the approval of viadrina sprachen gmbh.
3. In the case of private tuition, dates can be postponed if you inform viadrina sprachen gmbh 24 hours before the scheduled class. A full charge will be made for the class if shorter notice is given.
4. There will be no teaching on national holidays in Germany or in the host countries. No refund will be paid for any lessons cancelled because of national holidays.

## 4. Withdrawal

1. Participants can withdraw from the contract at any time before the programme has begun. We recommend sending the notice of withdrawal by registered mail.
2. If the notice of withdrawal is received:
  1. before the registration deadline, the course fee will be reimbursed in full.
  2. after the registration deadline but before the start of the course, viadrina sprachen gmbh reserves the right to retain up to 50% of the course fee.
  3. after the start of the course, the entire course fee will be retained, i.e. there will be no reimbursement.
3. At the beginning of the programme you can ask to be replaced by a third party as course participant, unless there are special reasons that make this impossible. We charge a processing fee of €10 to register a substitute participant.
4. In the case of programmes conducted abroad, we recommend that you take out travel cancellation insurance that will reimburse cancellation fees (minus a deductible in the event of non-departure) and any additional costs incurred because of early or late return as a result of illness.

## 5. Passport, visa and health regulations

You are yourself responsible for complying with the respective passport, visa, currency and customs regulations and for procuring an entry visa, if necessary. Should a visa and a passport be required for participation in a programme, you will find relevant information in our registration confirmation and/or in the viadrina sprachen gmbh newsletter (Infobrief). In this context, all participants (travellers) who do not hold German citizenship undertake to expressly make this fact known. The cost of procuring visas is not included in the travel price.

## 6. Liability and limitation of liability

1. viadrina sprachen gmbh is liable with the due care and diligence of a prudent businessman for the implementation of the programme and for the careful selection and monitoring of service providers.
2. The liability of viadrina sprachen gmbh for damage (excluding physical injury) is limited to three-times the travel price – inasmuch as damage to the traveller is caused neither intentionally nor by gross negligence or if viadrina sprachen gmbh is solely responsible for damage caused to the traveller by the fault of a service provider.
3. Course participants are liable for all damage caused by them and must themselves reimburse owners who have suffered damage.
4. All participants are encouraged to take out health and liability insurance.

## 7. Final provisions

For viadrina sprachen gmbh, the venue for the settlement of any disputes is Frankfurt an der Oder. German law applies.

\* The term "courses" is defined here to cover not only courses in the narrow sense of the word, but also workshops and events.