

Language study tour providers - Requirements

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EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 14804:2005 sisaldab Euroopa standardi EN 14804:2005 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 29.08.2005 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 14804:2005 consists of the English text of the European standard EN 14804:2005.</p> <p>This document is endorsed on 29.08.2005 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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<p>Käsitlusala: This European Standard specifies requirements for language study tour providers, including schools, tour operators and agents.</p>	<p>Scope: This European Standard specifies requirements for language study tour providers, including schools, tour operators and agents.</p>
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ICS 03.180, 03.200

Võtmesõnad:

ICS 03.180; 03.200

English version

Language study tour providers - Requirements

Organisateurs de séjours ou stages linguistiques -
Exigences

Anbieter von Sprachreisen - Anforderungen

This European Standard was approved by CEN on 19 May 2005.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

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CEN members are the national standards bodies of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.



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Foreword

This document (EN 14804:2005) has been prepared by Technical Committee CEN/TC 329 "Tourism services", the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by December 2005, and conflicting national standards shall be withdrawn at the latest by December 2005.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

This European Standard is intended to be used by language study tour providers and certification bodies for conformity assessment activities to assist clients to make an informed choice of language study tour programmes, and to increase the likelihood of expectations being met and of satisfaction being enhanced.

Language study tour providers will also benefit from better informed clients.

1 Scope

This European Standard specifies requirements for language study tour providers, including schools, tour operators and agents.

In particular, this European Standard specifies quality service levels for classroom based face-to-face language teaching abroad, and any related services, including accommodation, leisure programme and travel services, that can make up language study programmes.

2 Terms and definitions

For the purpose of this European Standard, the following terms and definitions apply.

2.1 Accommodation

2.1.1

home stay

accommodation within a private home with meal plan, as contracted, for participants on a language study programme

2.1.2

residential stay

accommodation within premises such as college, campus, residence, with meal plan, as contracted, for participants on a language study programme

2.1.3

stay in other types of accommodation

accommodation within premises such as hotel, apartment, flat, studios, with meal plan, as contracted, for participants on a language study programme

2.2

language study tour provider

<LSP>

legal entity such as a school, a tour operator or an agent which is contracted by a client to provide language study programmes, which may include other related services

NOTE The LSP as the main contractor is also responsible for services provided by subcontractors.

2.3

participant

person who uses the service(s) of the LSP

2.4

client

person or entity who contracts services from the LSP

2.5

minor

participant under the age of 18

2.6

group

number of participants who set out together on a given programme of specifically booked arrangements