



École de
Management
Appliqué

Quality Charter

Private Higher Education Institution



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EMA is fully committed to the quality approach for training organisations that is supported by the French public authorities and specifically the provisions in Law No. 2018-771 of 5 September 2018 on the freedom to choose one's professional future.

In this way, EMA makes the following quality commitments:

- To provide every person or organisation who is interested in or is registered for a training course, with precise information on what is being provided, specifically: prerequisites, objectives, duration, the teaching faculty's expertise, teaching methods, practical arrangements, the process for evaluating participant satisfaction, contacts, etc.
- To encourage access to training for everyone, including people with a disability.
- To take into account, as far as possible, the needs of every participant using prior questions on the training and adapting the content accordingly;
- To determine the operational objectives for the training programme and evaluate the participants' abilities at the end of training;
- To utilise internal and/or external trainers chosen for their technical expertise on the subject in question and for their ability to make it accessible and to impart it effectively;
- To make sure every trainer follows the principles of professional ethics, particularly respect, kindness, independence of judgement and action, honesty, neutrality and confidentiality.
- To offer a welcoming framework and physical resources and techniques to encourage learning and the sharing of experience between the participants;
- To provide participants with adapted training materials and, where applicable, access to additional documentary resources;
- To take into account stakeholder evaluations in the training course, particularly participants, to further develop the training offer with the consistent aim of improving the quality of its services.