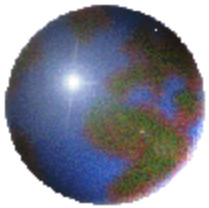


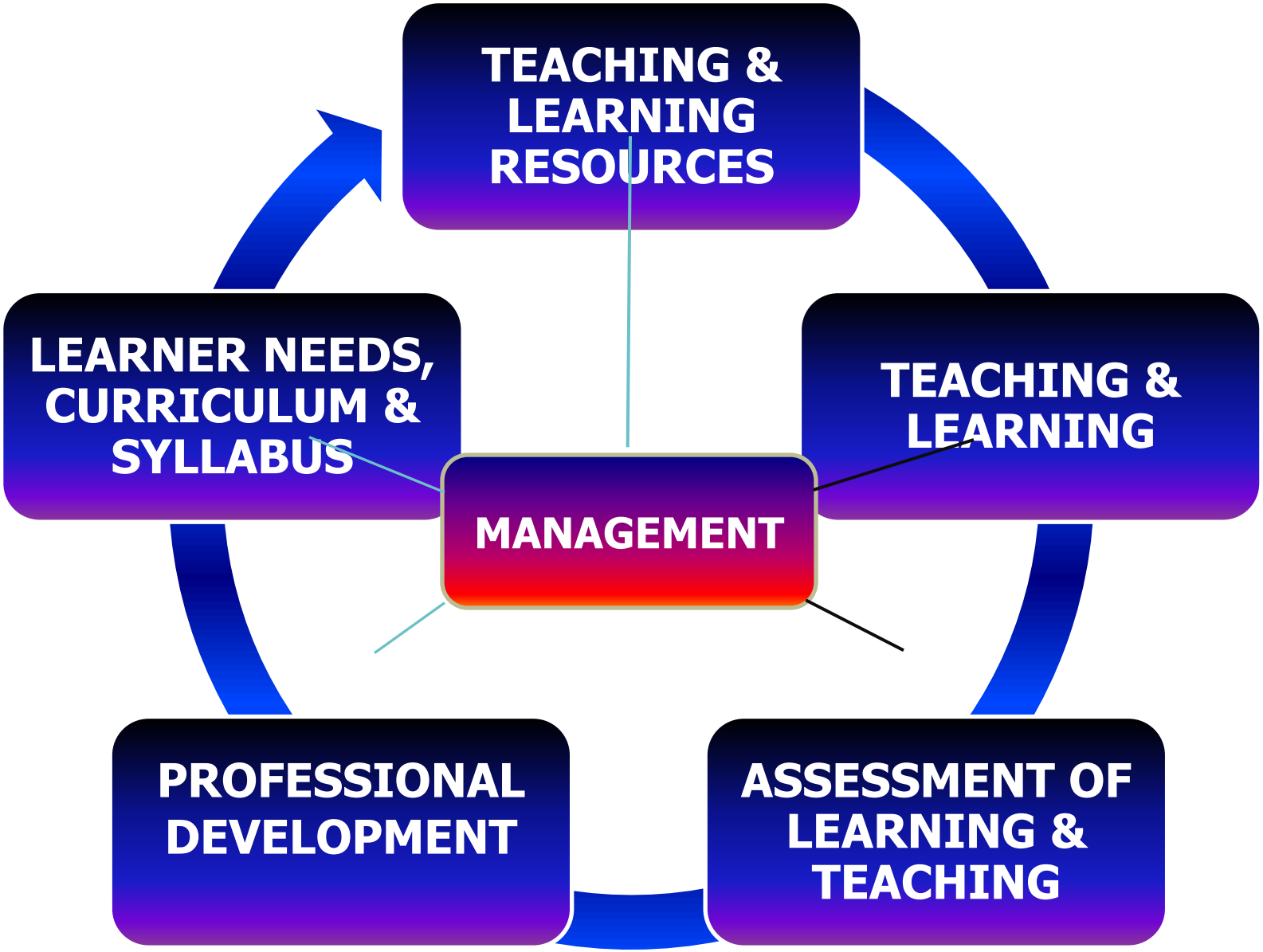
Upholding and Accrediting Quality in Language Teaching and Learning

Peter Brown

Founder Chair, EAQUALS

Professional Network Forum – ECML Graz, 2 February 2012

EAQUALS Quality Cycle



Self-assessment Scheme

- For potential new members
- Detailed questionnaire divided into sections with suggestions for use
- Activities for exploitation
- Support available from EAQUALS if needed
- **Excellent aid to institutional review and staff involvement (irrespective of EAQUALS)**
- **A thinking tool for managers**

	ACADEMIC MANAGEMENT – Quality Assurance	Yes	Evidence	No	Action to be taken
4.1.	Is there a system of regular lesson observation?	☐		☐	
4.2.	Does it include a mix of some, or all, of the different types of lesson observations for different purposes: •quality control (e.g. buzz observations) •individual professional development (carried out by academic managers and peer) •institutional development •any other purpose(s)?	☐ ☐ ☐ ☐		☐ ☐ ☐ ☐	
4.3.	Are there clear criteria and procedures for setting up observations?	☐		☐	
4.4.	Is oral and written feedback given after observation, and is a follow-up system in place?	☐		☐	
4.5.	Are areas of weakness identified and acted upon?	☐		☐	
4.6.	Is there a clear link between the issues identified in lesson observation and internal training?	☐		☐	
4.7.	Is there a formal system of professional development review meetings or appraisal for teachers?	☐		☐	
4.8.	Are written records kept of these meetings?	☐		☐	

Some completed EAQUALS projects (T)

- EAQUALS **self-assessment handbook**
- Self-help training **handbooks for academic managers**
- **Quality Guide** - ISO 9001 and EAQUALS standards
- Can-do descriptors based on the Common European Framework – **review and expansion**
- Creation of the **EAQUALS Certificate of Achievement** scheme
- The **Profiling Grid for Language Teachers**
- draft **Framework for language teacher training and development**

Some projects with partners (S)

- With the **Council of Europe**: conferences and materials related to the teaching of languages to adult migrants
- With **ISO**: contributions to standards for providers of learning services
- With various partners, EAQUALS is a founder member of the **International Forum for the Certification of Language Services (IFCES)**
- With the British Council and an Australian accreditation body, **symposia on criteria and procedures for accreditation of language services**
- With the British Council: ***Core Inventory for English***

Current EU projects (T)

- QuaG - The Quality Guidelines project – Leonardo Transfer of Innovation
- EPG - The European Profiling Grid project, led by CIEP – partners include the Goethe-Institut, Instituto Cervantes and the British Council
- The Network of European Language Labelled Initiatives and Projects (NELLIP)
- International Service standards & management systems for learning service providers

ISO 29991 (S)

- ISO 29990: new standard specifying basic requirements for providers of learning services in non-formal education and training – published September 2010
- Work started in 2011 under Chinese auspices on **ISO 29991: 'Specific Requirements for Providers of Language Learning Services'**
- Expected publication **2013**
- EAQUALS' experience is fully recognised - EAQUALS represented through its liaison status with the relevant technical committee

Summarising…

- **EAQUALS' focus**: the quality of all aspects of language education
- **Method**: inspection, accreditation and support of language teaching institutions
- **Key development projects** to underpin this, for example on: curriculum & assessment resources, teaching competencies, management
- **Partnership and collaboration** with other institutions worldwide

EAQUALS is *the* forum for quality in language learning services.

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BECOMING A MEMBER
Do you provide quality language training?

OUR NETWORK
Members & project partners

THE CEFR
Common European Framework

News

March 2nd, 2011
EAQUALS International Conference 2011

February 28th, 2011
Eclipsing Expectations - Sabanci University School of Languages

December 19th, 2010
International Conference ICT for Language Learning - Call for papers

EAQUALS accreditation

Accreditation shows that providers of language courses meet international standards

EAQUALS Certificate of Achievement

Information about EAQUALS CEFR-based certificates of achievement for students

EAQUALS events

EAQUALS runs yearly international conferences and workshop meetings

PNF - Burning issues (S)

- **funding & focusing**
- increasingly **learners unwilling to invest time** to learn a language
- impact of **technology**
- **lost in translation**: the economic cost on GDP of poor language skills in the workplace
- **renewal**: of methodologies, techniques, teacher competencies, ...
- need to **update CEFR**
- need for **research & dissemination** of results of research

PNF – Possible Action Points

- **ECML - Authoratative and independent source of communicating good practice to stakeholders**
  - **learners less willing to invest time** in learning
  - **renewal**: of methodologies, techniques, competencies
  - **research & dissemination** of results of research
  - **lost in translation dedicating** part of site to SME
- Examine possibility of **Joint Conferences**
  - impact of **technology**
  - need to **update CEFR**
- Can **private sector** being more involved? Including in **partnership co-funding?**
  - **funding & focusing**
  - **lost in translation**

PNF – Reflection §

- best practice ***is*** important (for we must be able to learn)
- but = **<u>past</u> practice**
- **future = innovation** (but innovation needs monitoring, measuring & evaluating). Innovations:
- … do not, and should not, *necessarily* equate with technology but should equate with **science** (= hard data), **knowledge** through experience, learning, …
- … can be **new,** or equally can **renew / revisit**
- … not just breaking new ground but could be **new solutions to old problems (reviewing, reflecting & revisiting)**

PNF – Reflection §

"… the greatest explorers are not those who discover new countries but ***those who see things with new eyes …*** *"*

Thank you

Peter.Brown@EAQUALS.org

for further information

from the EAQUALS website

www.EAQUALS.org

by e-mail from

Info@EAQUALS.org