

What does quality look like?

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What is Eaquals?



A non-profit membership association with an educational mission

- We promote excellence in language education
- We provide an international forum for the exchange of expertise and the development of resources for language education

Helping good schools to become even better....



Eaquals' activities



- **Accreditation** – regular inspections and formal self-assessment
- **Consultancy and training**
- International **conferences** and workshops
- Projects to develop new **practical resources**
- **Collaboration** with national and international bodies – Council of Europe, ALTE, ISO ...

An international community

Members
in
33
countries

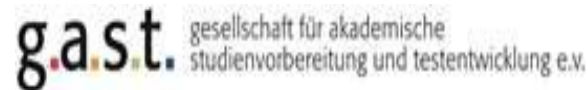


Teaching
over
25
languages

A multilingual association



A network of experts



The wider education context






Quality Standards

- 1. Management & Administration**
- 2. Teaching & Learning**
- 3. Course Design & Supporting Systems**
- 4. Assessment & Certification**
- 5. Academic Resources**
- 6. Learning Environment**
- 7. Client Services**
- 8. Quality Assurance**
- 9. Staff Profile & Development**
- 10. Staff Employment Terms**
- 11. Internal Communications**
- 12. External Communications**

What is at the *heart* of quality?



Always strive to
learn, and to do
what you do ***better!***

Be Your Own Inspector!

Self-assessment - How?

- ...encourage reflection
- ... give staff a voice
- ... engage and empower staff
- ... provide a safe framework for giving and receiving feedback, and acting on it effectively



The Self-assessment Cycle

Most valuable when it forms part of the regular cycle of:

- **data gathering & data analysis**
- **reflection on what needs improving and how this can be achieved**

This leads to:

- **action**
- **change**
- **then data gathering to start the quality management cycle anew**

The Self-assessment Cycle



A non-threatening voyage of discovery ...

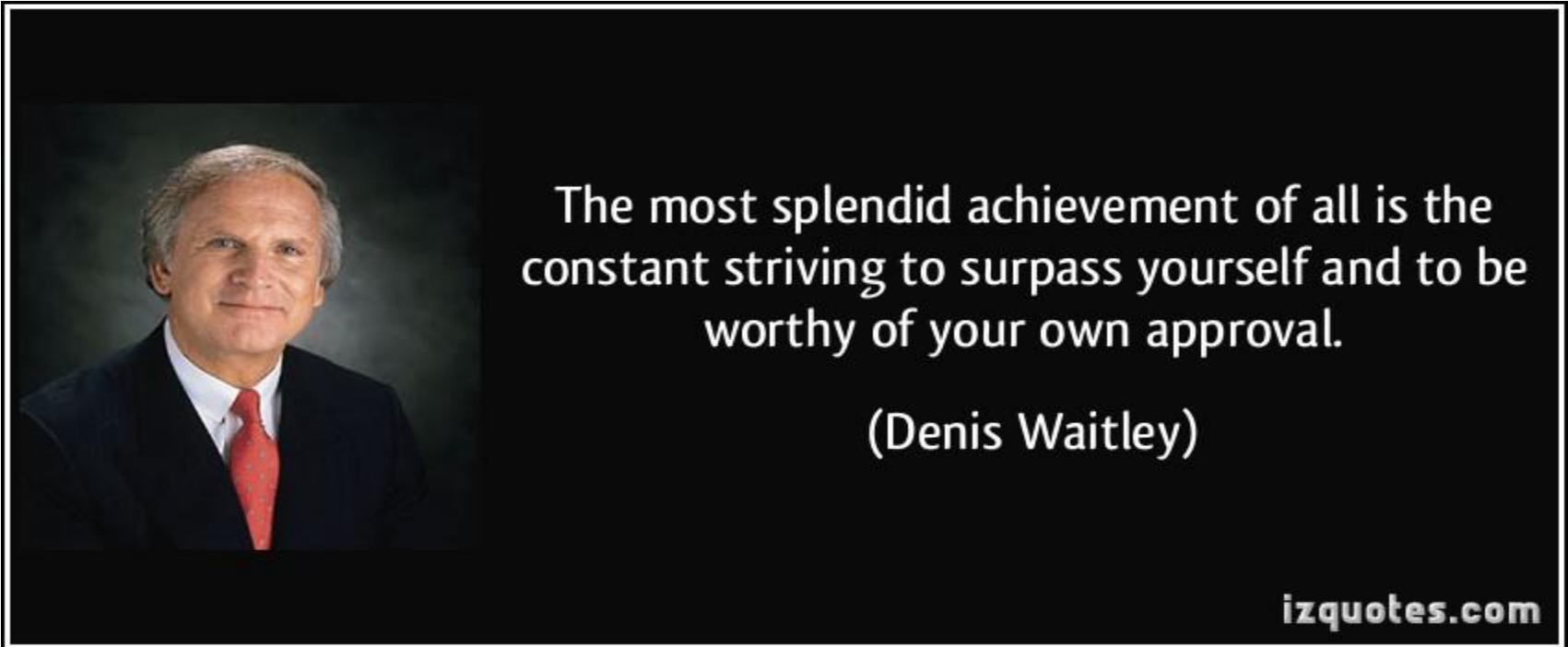


An Eaquals Member on Self-assessment ...



“ENJOY it. See it as a blue-sky thinking moment, an opportunity to push the boundaries of your service and product, to be the best in what you do.”





“Worthy of your own approval”