

Inspector Qualities

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EAQUALS criteria for selecting inspectors:

Experience	Knowledge	Skills & attitudes
Running language programmes	Academic processes – curriculum, syllabus, language assessment principles, modes of certification	Ability to stand back from own practice and to see other approaches in their own terms
Managing staff	Contracts, job descriptions, communication procedures, legal requirements of employment	Ability to ask questions which go beyond the surface – to spot areas of conflict and dissatisfaction
Administering programmes	Planning timetables, producing programme descriptions, allocation of resources	A sense of detail and interest in how things work – e.g. “where is the first Aid Box kept?” “Who looks after it?” “Who renews stock?”
Observing lessons	Class management techniques, a broad view of methodological approaches, lesson phasing, presentation skills, use of media	Ability to absorb a lot of information quickly and dispassionately. Putting the lesson in context. Discounting teacher anxiety. Judging teaching not teachers. Seeing what is missing
Giving feedback	Knowledge of the inspection system, its criteria, of appropriate feedback discourse	Giving a balance of positive and critical feedback. Acknowledging and respecting effort. Making critical points constructively, e.g. “This would be better because...” “Here is how you could...” Making requirements specific

