

QUESTIONNAIRE

to language teachers

Is your school a member of the national association of language schools?	YES	NO
Is your school certified/accredited for quality services by a national union/organisation?	YES	NO
Does your school have some other certificate of quality (e.g. ISO)?	YES	NO

1	Students in my school are <u>always</u> given a written placement test when they enter.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
2	My colleagues <u>always</u> explore students' needs before and during the language courses.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
3	Higher-level students in my school are <u>always</u> given an oral interview when they enter.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
4	Students are given <u>written</u> information about their rights and obligations when they enter.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
5	In my school there is an <u>efficient</u> system for dealing with complaints.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
6	A <u>carefully worked-out written</u> syllabus is available for each group/course I teach.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
7	When I have to substitute, I <u>always</u> find documentation of the previous lesson because we have a working logbook system.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
8	My school has a library where I can access <u>all</u> the books and dictionaries I need for my teaching.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE A LIBRARY	I DON'T KNOW
9	My school library has a <u>comprehensive, professionally adequate</u> collection of supplementary materials.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE A MATERIALS COLLECTION	I DON'T KNOW
10	My school has a <u>wide range of</u> audio and video materials.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
11	Students are <u>always</u> given an achievement test when they complete a level.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
12	Students are <u>always</u> given a certificate providing information on their achievement at the end of each course.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
13	The students' opinion about the course and the school is regularly requested, <u>using a written questionnaire.</u>	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
14	My school provides a <u>regular</u> consultation opportunity to individual students in addition to the language programme.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
15	The management of my school has at least one member who is an <u>experienced and professionally recognised</u> head teacher.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE HEAD TEACHERS	I DON'T KNOW
16	The head teacher(s) is (are) <u>always</u> easy to approach with professional questions and problems.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE HEAD TEACHERS	I DON'T KNOW

17	When I joined the school, I had an interview <u>in the language that I teach</u> .	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	I DIDN'T HAVE AN INTERVIEW	I DON'T KNOW
18	A member of the academic management came to see one of my lessons <u>within the first month</u> I spent with the school.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
19	A member of the academic management observes my lesson <u>twice a year</u> .	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
20	After the visits I am <u>always</u> given a chance to give and receive professional feedback.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
21	There are <u>regular</u> internal training workshops in the school.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
22	The school offers its teachers <u>financial</u> support if they want to take part in professional workshops or conferences outside the school.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T GET ANY SORT OF SUPPORT	I DON'T KNOW
23	Self-assessment is carried out by the teachers <u>on a regular basis</u> .	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
24	<u>Most of</u> my colleagues are qualified teachers of the language they teach.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	MANY OF THEM ARE NOT	I DON'T KNOW
25	<u>Most of</u> my colleagues speak the language they teach excellently.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	MANY OF THEM DON'T	I DON'T KNOW
26	I would happily send my own children to study to <u>any of</u> my colleagues' groups.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	I'D RATHER NOT SEND MY CHILDREN TO THIS SCHOOL	I DON'T KNOW
27	If teachers are ill or cannot teach a lesson for some reason, lessons are <u>always</u> covered or made up for.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T MAKE UP FOR LESSONS CANCELLED	I DON'T KNOW
28	I have an <u>official written</u> work contract with my school.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE CONTRACTS	I DON'T KNOW
29	Teachers are given a <u>written</u> job description clearly listing their rights and obligations.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
30	The school has an efficient office where students can get <u>all the</u> information about their courses.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
31	<u>All of</u> our rooms are appropriate for language teaching.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	MOST OF OUR ROOMS ARE UNSUITABLE	I DON'T KNOW
32	There is a <u>pleasant</u> common room for teachers where teachers can talk and prepare for their lessons.	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE THAT SORT OF THING	I DON'T KNOW
33	Teachers can use a computer in the school <u>any time</u> .	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE A COMPUTER	I DON'T KNOW
34	There is a tape-recorder available <u>for each lesson</u> .	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE TAPE-RECORDERS	I DON'T KNOW
35	Teachers can use the school's photocopier for producing material <u>within a clear quota system</u> .	TRUE	TRUE, EXCEPT FOR THE UNDERLINED PART	WE DON'T HAVE A PHOTOCOPIER	I DON'T KNOW

THIS IS THE END OF THE QUESTIONNAIRE.