



QualiTraining – A Training Guide for Quality Assurance

A Self-assessment grid for quality assurance

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Knowledge					
1. I have a good knowledge of quality principles and models and their application in language education					
2. I understand basic quality concepts such as indicators, standards, benchmarking etc.					
3. I can analyse the processes and procedures involved in delivering language teaching and learning					
4. I understand the concept of "a culture of quality" and the role of leadership in quality assurance					
5. I am familiar with a range of procedures and instruments for promoting quality – data collection, class observation, work scrutiny etc.					
6. I have a sound knowledge of different approaches to the assessment of quality					
Competences					
1. I can observe classes, analysing accurately the events in the classroom, providing constructive sensitive feedback and developing action plans for improvement					
2. I can set up various forms of data collection – action research, peer observation, surveys etc – and can assess results accurately and report on them usefully					
3. I can draft and produce quality statement – codes of practice, mission statements etc					
4. I can establish and draft suitable procedures for identifying areas of quality error and for making sure they are kept to the lowest level possible					
5. I can initiate and carry through innovative projects, based on sound principles of quality assurance					
6. I can contribute usefully to teamwork and team-building, and am aware of the different roles in good teamwork					
Attitudes					
1. I am convinced that quality depends on the effort and involvement of all stakeholders					
2. I am motivated to participate fully with colleagues in the development and sustainability of quality					
3. I respect and am sensitive to the needs and wishes of others					
4. I have awareness and tolerance of cultural and individual differences					

Use the grid to establish your „quality profile“ at the outset of your use of the *QualiTraining Guide*. When you have completed work on it, repeat the process to check on progress made.