

QualiTraining

Assessment and Evaluation of Quality

GROUP ONE WORKSHEET:

EVALUATION OF QUALITY

Evaluation used in quality management contexts denotes at least three aspects of a complex process. It defines the areas to be assessed, secondly, it points out to ways of collecting and analysing data, and thirdly, it uses data to formulate recommendations and developmental paths. Evaluation can be done internally or/and externally. In the field of education one typically evaluates the effectiveness and efficiency of various programmes, projects, materials

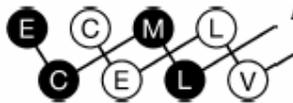
Assessment, on the other hand, usually measures the degree of achievement of individuals or institutions. We usually assess the skills, competences and abilities of individual language learners. Assessment relates its results to test norms and commonly agreed criteria.

Questions for reflection and exchange of experience:

What do you evaluate in your institution?

When, how often do you do it?

How do you do it? Internally? In a participative way? Externally? Formally or informally?



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GROUP TWO WORKSHEET: **ASSESSMENT OF QUALITY**

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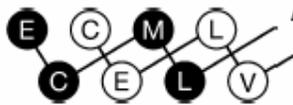
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Questions for reflection and exchange of experience:

What are the practical applications of the CEFR descriptors in your institution?

HOW do you (intend to) use them? Can you give an example?

How can self-assessment be built more effectively in the overall assessment process in your institution?



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GROUP THREE WORKSHEET:

QUALITY ASSURANCE

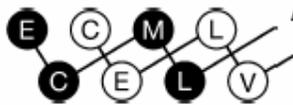
Quality assurance is a broad concept which refers to establishing, monitoring, controlling, assessing and improving quality processes within an institution on an on-going basis. Quality assurance procedures include among other things different observation and data collection and analysis schemes, feedback systems, methodology and materials evaluation procedures, long term staff development programmes, annual staff review systems, benchmarking and innovation policies.

Questions for reflection and exchange of experience:

How do you ensure quality assurance in your institution? What procedures do you apply?

How do you provide feedback to internal and external clients?

Is there a procedure which is well-established in your institution and you would like to describe it for the purpose of benchmarking?



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GROUP FOUR WORKSHEET: *QUALITY CONTROL*

Quality control is regarded as a set of procedures initiated and carried out by external experts to check an institution's performance against well established criteria, standards and indicators with the purpose of standardising and improving performance.

Questions for reflection and exchange of experience:

**Is your institution inspected on a regular basis? What does your inspection involve?
Who are the inspectors?**

What action is undertaken before and after the inspection?

What are the positives and negatives of an inspection?
