

EAQUALS, The European Association for Quality Language Service – Profile & Highlights



The Association

- Founded as an international association in Europe in 1991
- Mission – to contribute to the development of language education
- International accreditation scheme for language education
- 100 accredited members and 21 associate members in 22 countries
- Liaison status with ISO TC 232 and TC 176
- International NGO with participatory status at the Council of Europe

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EAQUALS – Why?

SUPPORT FOR AND ASSURANCE OF QUALITY IN:

Language schools
 ↓
 Language courses
 ↓
 Language teaching
 ↓
LANGUAGE LEARNING

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EAQUALS – Why?

DEVELOPMENT OF QUALITY THROUGH:

Reference frameworks e.g. CEFR
 ↓
 Partnerships, e.g. with ALTE
 ↓
 Projects, e.g. certificates
 ↓
RESOURCES FOR MEMBERS

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What is special about EAQUALS?

- Offers an international accreditation scheme specifically designed for providers of language courses
- Scheme is suitable for language education of all kinds
- Truly international - members in 22 countries,
- A professional association that is leading developments
- Clear and open values – supporting multilingualism and intercultural understanding
- An international network of language teaching professionals
- An active partner in innovative project development

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Learning services

The course participant's experience spans three main phases:

Before the course	During the course	After the course
Defining & describing needs Enrolment orientation	Curriculum, Resources Teaching-learning methods Monitoring, feedback, Assessment	Certificate Transfer of learning to life

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The EAQUALS Charters



There are five EAQUALS Charters:

- General Charter (legality, basic principles)
- Course Participants' Charter (course delivery)
- Staff Charter (qualifications, employment terms)
- Information Charter (completeness, accuracy)
- Associate Members' Charter

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The EAQUALS Accreditation Scheme



External validation of the provider in action:

- Regular inspections (every three years)
- Fair and impartial
- International inspector teams
- Rigorous and comprehensive
- Consultative and developmental
- Regular training and standardisation for inspectors

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EAQUALS Inspections are based on:



- :
- The EAQUALS Charters - a set of transparent criteria and standards
 - A manual for institutions and inspectors
 - A detailed application form and documents to be reviewed before inspection
- Advisory visits can be made beforehand - the view of a critical friend -
- to identify areas which may need improvement
 - to provide advice on quality measures

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EAQUALS inspections - procedures



- Two inspectors, one from the country in question
- Normally two long days
- The inspectors (not the institution) decide on programme and what to look at
- Oral feedback at the end of the inspection
- Written report: recommendations, and in some cases 'requirements' – action needed to meet EAQUALS standards
- Inspections Subcommittee members read the report and decide on the outcome
- A verdict letter is sent.

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EAQUALS standards – 6 areas



1. Teaching and learning
2. Academic management - curriculum and course delivery
3. Academic management - assessment
Academic management - quality assurance
4. Educational resources
5. Other student services

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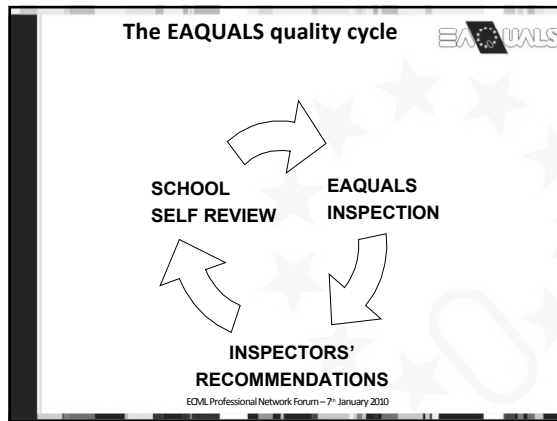
EAQUALS standards – 6 more areas



7. Staff contracts and terms & conditions
8. Staff qualifications, training & experience
9. Internal communications
10. Information, and promotional materials
11. Premises and facilities
12. Management, administration, legality

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- ### Benefits for Member Institutions
- A credible guarantee of quality for course participants and clients;
 - Unique accreditation which enjoys international recognition as a mark of quality;
 - Promotional advantages and transparency;
 - Opportunities to form partnerships between institutions in the language travel market and those working in local markets;
 - Support in applying the principles and levels of the Common European Framework of Reference;
 - International certification of students' achievement;
 - Specialised training for staff and management;
 - Information on key developments in the field.
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- ### Members and Partners
- **Founder members** – the members involved in setting up the association
 - **Accredited members** – providers which have demonstrated in an inspection that they fully meet the EAQUALS standards
 - **Associate members** – cultural agencies, national associations, examination boards, etc. which contribute to quality language education
- Also:
- **Project partners** – organisations not eligible for full or associate membership which participate in EAQUALS projects (not members of EAQUALS)
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- ### Meetings
- International conference and annual general meeting (April)
 - Workshop meeting for members – for Special Interest Project development (November – 2009 in Graz)
 - 2010 conference - 22-24 April in Berlin
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- ### Projects - examples
- With ISO: standard for providers of learning services (potentially also 'language learning services')
 - With ALTE: the EAQUALS-ALTE and electronic ELP www.eelp.org
 - With the Council of Europe: the Common European Framework of Reference for Languages (CEFR)
 - A Quality Management Guide
 - CEFR Standardisation
 - With the Council of Europe: seminar on the linguistic integration of adult migrants
 - Leonardo project: use of digital media in language teaching
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- ### Internal special interest projects
- In-service teacher training (classroom management, pronunciation)
 - Training for academic managers
 - EAQUALS self-assessment workshop for new members
 - Review of can-do descriptors – business English
 - CEFR descriptors for in-company teaching
 - A framework of reference for language teacher training & development
 - Quality handbook - ISO 9001 and EAQUALS standards
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Self-help packs for school managers

- Managing and appraising staff
- Teacher development: observation, in-service training, performance review.
- Applying the Common European Framework in curriculum & syllabus design
- Applying the Common European Framework in language assessment
- Workshop on standardisation with reference to Common European Framework levels

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The European Language Portfolio (ELP)

- **Source** of objectives for learners
- **Self-assessment** tool for learners
- **Formative** assessment – measuring progress
- **Record** of achievement and samples of work
- **Passport** for employers and to further education
- **Aid** to mobility

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Thank you

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