3ʳᵈ Intergovernmental Conference

Quality in the linguistic integration of adult migrants: from values to policy and practice

QUALITY IN COURSE PROVISION: PILOTING THE SELF-ASSESSMENT HANDBOOK

Richard Rossner, EAQUALS

What is 'quality'?

"Quality is simply meeting the requirements of the customer"

(John Oakland)

"Quality is a customer determination based upon a customer's actual experience with a product or service, measured against his or her requirements - stated or unstated, conscious or merely sensed"

(Armand Feigenbaum)

Council of Europe recommendation

21. Language courses should be provided by the relevant national or local authorities in co-operation with employers, trade unions, professional organisations, NGOs and migrants' associations.

*22. **A system of quality control should be established in order to guarantee the content of the language courses and the qualifications of the trainers.***

[Recommendation Cm/Rec(2008)10 of the Committee of Ministers to Member States on improving access of migrants and persons of immigrant background to employment]

The importance of quality in provision for LIAM

- Vulnerable role of migrants

- Highly diverse backgrounds, needs and expectations

- Complex challenges for the providers

- Public funding and public supervision

- Sometimes a tendering system

- Successful outcomes are crucial

  - for the migrants concerned

  - for the host society

High quality education & training

1. Is based on needs
2. Motivates to learn
3. is relevant
4. is interactive
5. provides feedback
6. Promotes reflection
7. leads to verifiable outcomes

[AO Foundation]

Quality management involves…

- Creating & applying standards for relevant areas
- Organising methods and procedures for regularly assessing whether standards are being met, i.e. 'quality assurance' (collecting and evaluating evidence)
- Training people to do this and to report on the findings
- Identifying areas where standards are not being met
- Developing an action plan to address these
- Teamwork on continuous improvement.

Council of Europe *Self-Assessment Handbook* - key areas

1. Stakeholder needs, and desired outcomes
2. Planning teaching and learning
3. Educational resources and facilities
4. Teaching/supporting learning
5. Assessment of progress and achievement
6. Internal quality assurance
7. Other services to course participants
8. Staff qualifications, experience & training
9. Internal communications
10. Information

http://www.coe.int/t/DG4/LINGUISTIC/liam/default_en.asp

TEACHING & LEARNING RESOURCES

TEACHING & LEARNING

ASSESSMENT OF LEARNING & TEACHING

PROFESSIONAL DEVELOPMENT

LEARNER NEEDS, CURRICULUM & SYLLABUS

Conseil de l'Europe
www.coe.int
Council of Europe Language Policy Unit – www.coe.int/lang