



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

QM, QC, QA, QI(E) ... what does it all mean for the language school?

Sue Hackett

ELT Ireland conference,
Griffith College, Dublin 2018





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MONITORING enhancing improving external
internal ongoing enabling
feedback
comparable accountable
collaborative
responsible reliable **CONSISTENT**
standards capacity-building inferring
continuous *learning-centred* adaptable
TRUST
assessable
dependable
confidence commitment POSITIVE
demonstrable *fit-for-purpose*
innovative



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BASIC PRINCIPLES OF TQM



Samson C. Quanico on
www.slideshare.net



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Quality management systems focus on:

- Being centered on the customer or consumer of the good or service, actively providing that customer with the best value possible.
- Some type of continuous improvement program, which implies that there is not a “perfect” state, all processes can be continually improved upon.
- An efficiency imperative that says waste must be reduced and all resources maximized.
- Top management is to support and provide adequate resources to achieve goals.
- It aids or facilitates a clear understanding of expectations between all participants.
- Measurement and accurate data collection are incorporated to support data-driven decision making.
- Documentation of QMS processes is maintained and controlled.

ISO 9001



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- UNESCO defines quality assurance as *'.. an ongoing continuous process of evaluating (assessing, monitoring, guaranteeing, maintaining and improving) the quality of (an) education system, institution or programme.'*
-



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Some Core QA Principles:

- subsidiarity
- fitness for purpose & fitness of purpose
- process-based
- proactive and preventative
- trust-based relationships on basis of collaboration
- risk-based compliance
- transparency
- balance between accountability, management orientation (related to regulatory) and development (related to enhancement and improvement)
- capacity building
- protection for enrolled learners
- future-focused







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1. Outbound Call? Yes

2. Business purpose? Yes

3. Must Disclosure:

"This call may be
monitored or
recorded for quality
assurance
purposes."

someecards
user card





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Quality Nightmares

by MasterControl



**"Have you guys considered
actually improving quality
and making a better product?"**

#5 CONTINUOUS IMPROVEMENT





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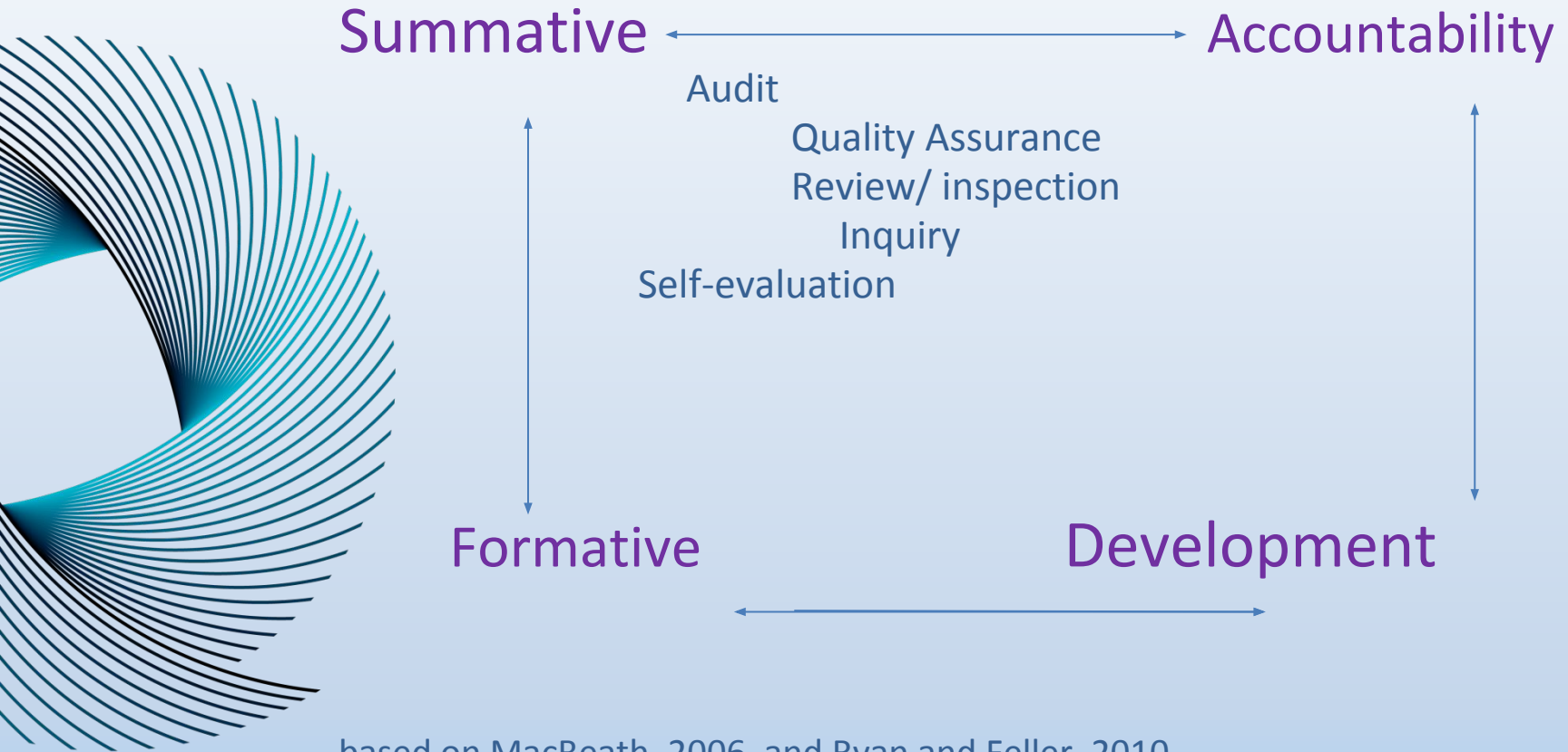
UNLAWFUL



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Clarifying some terminology



based on MacBeath, 2006, and Ryan and Feller, 2010



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Capacity building:

The Continuum

top-down

one off event

embedded

a snapshot

accountability

using a set of pre-
criteria

creates resistance

playing safe

requiring consensus

bottom-up

continuous,
in culture

a moving picture

improvement

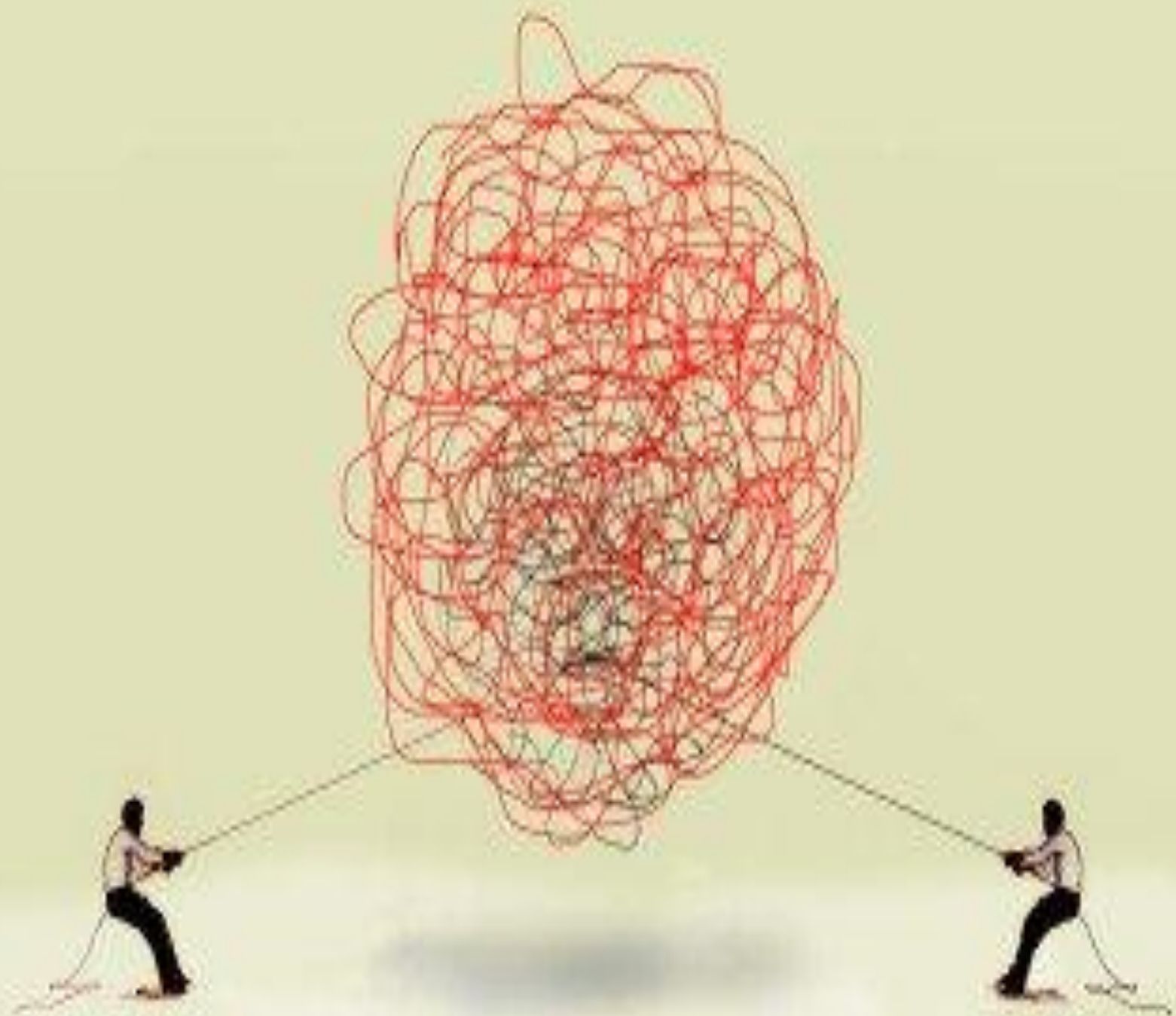
using, adapting, creating determined
criteria

engages and involves people

taking risks, innovative

celebrating difference

(based on McBeath, 2006)





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For management:





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For teaching:

For learning:



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**Quality is not an act, it is a
habit.**

Aristotle



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