

## Defining, Measuring and Ensuring Academic Quality

with Dr. Diane Phillips and Fiona Dunlop

Wednesday 27<sup>th</sup> January 2010  
219 St John Street, London, EC1V 4LY

### Introduction

Fiona Dunlop is an experienced DOS and Diane Phillips is a British Council inspector. Together, we hope to explore the subject of quality in the classroom, from both an 'internal' and 'external' perspective.

### Defining Quality in Teaching and Learning

In the morning we'll be looking at the following questions. What do we mean by "quality"? What is good teaching? How do we recognise when successful learning is taking place? Can we measure teaching and learning? Which criteria might be useful? What evidence can we collect, and record? By looking at recordings of teachers in action we can compare our views about good practice.

### Achieving and Maintaining Quality

In the afternoon we'll explore in more depth steps academic managers can take to achieve and maintain quality. How we can:-

- make expectations and standards clear
- give guidance and support, get to know the strengths and weaknesses of the academic team
- provide useful feedback (through observation and other means)
- raise self-awareness
- provide targeted professional development

We would like participants to share their tips for encouraging good practice. It would be helpful if you could bring along anything you have used with success e.g. observation sheets, appraisal documents, student feedback questionnaires etc.

### Timetable

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Registration	10.00
Start Time	10.30
Approximate End Time	16.30/17.00
<i>Lunch and refreshments provided</i>	

English UK Training Events 2009/2010

### **Trainer Profile**

**Dr Diane Phillips** worked for the Bell Educational Trust as a teacher, teacher trainer, and manager from 1984 until 2003. Her final position was that of Head of Academic Management, UK Schools, and Head of the Young Learner Department. She is currently a lecturer for the Open University, teaching on the MA in Education programme and is the author of a wide range of in-house and published materials. She has been a British Council inspector since 2000 and is also a tutor on the English UK Welfare Officers' Certificate Course.

**Fiona Dunlop** is Director of Studies at Wimbledon School of English, London (one of the oldest ELT schools in the UK). Fiona has been involved in many aspects of ELT over the past 20 years, including Teacher Training, Business English and Academic Management. She spent several years at International House Cairo and Rio/Sao Paulo before returning to London in 1997. She currently gives talks and provides training on many aspects of ELT such as course design, training new teachers, teacher observation academic quality and motivating long stay students. She also runs intensive courses for the EUK/Trinity Certificate in Business English Training and other teacher training courses at Wimbledon School of English.

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