

NEAS 2024
MANAGEMENT CONFERENCE

QUALITY REVOLUTION:

RETHINKING, RESHAPING, AND
REDEFINING EXCELLENCE IN ELT



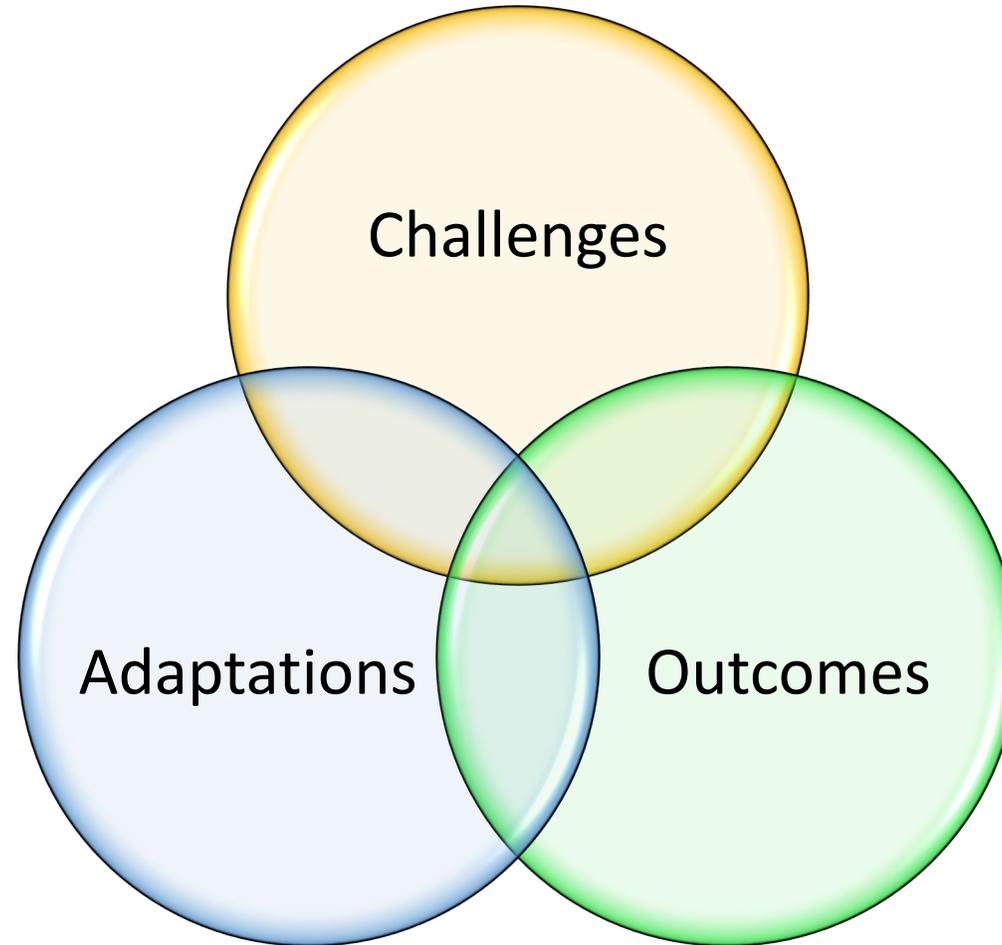
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QUALITY ASSURANCE
IN EDUCATION AND
TRAINING

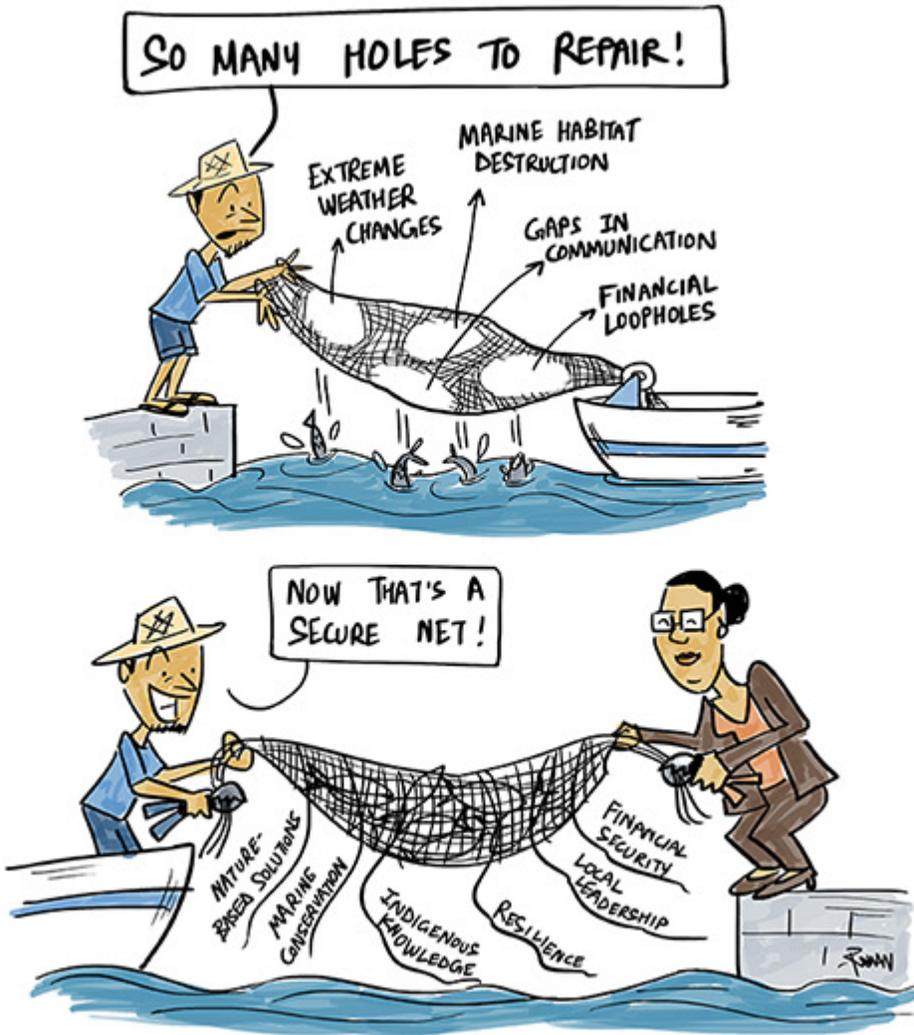
Building Resilient ELT Institutions

Andrea Pugh

Why is it important to build resilient ELT institutions?



What is resilience?



<https://www.greenhumour.com/2022/11/>

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What does resilience look like / sound like / feel like in a

- Classroom?
- Institution?
- Community?

<https://quizizz.com/embed/quiz/662493c92811585958a42663>

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How do we build resilience in ELT?

Discuss the evolving nature of education and technology

Consider the changes in student demographics

Explore strategies for facing challenges

Focus on quality



How can resilience be measured?

- Institutional level
 - risk appetite, communication channels and collaboration
- Individual level
 - problem-solving skills, mindfulness and reflection



What NEAS principles help build resilience?

- Student **QUALITY AREA A and B**
- Staff and Institution **QUALITY AREA D, G and L**
- Community **QUALITY AREA E**

Take-aways

ELT is

- resourceful
- responsive
- robust



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Resilience is a key factor in our success.

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Further reading

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