

Contents

The authors	vii
Acknowledgements	vii
Introduction	ix
1 Concepts of quality	1
2 Delivering quality in the classroom	14
3 External inspection	28
4 Internal inspection	39
5 Assessment: moderation and verification	49
6 Listening to learners and evaluating learners' experience	61
7 Culture, ethos and values	75
8 Professionalism and accountability	90
9 Working in teams	104
10 Putting it all together	115
Index	127