



Quality Assurance Best Practices

Languages Canada QA Committee
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Languages Canada Quality Assurance Framework

Three Pillars:

- LC Standard and Accreditation Scheme
- Guaranteed program completion for students
- Bylaws, Code of Conduct, and Conditions of Membership

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LC Standard & Accreditation Scheme

- LC Standard is owned by the Association
- Reviewed and modified by members through the QA committee
- Accreditation Scheme is implemented by an arm's length body (Orion)
- Accreditation Scheme is overseen by the Accreditation Advisory Board

LC Standard review process

The QA committee:

- regularly reviews the LC standard and makes recommendations for any changes
- ensures that representation from all LC sectors and relevant stakeholders are included in the review process
- consults with Orion Assessment Services and the Accreditation Advisory Board on any proposed changes
- seeks approval from the LC Board of Directors on any changes, providing opportunity for detailed discussion and review

LC Standard Review Process

To be incorporated in the LC standard, any proposed changes to the standard must be:

- approved by the LC board
- communicated to all members prior to the annual general meeting
- ratified by a majority of members voting at the LC Annual General meeting

Why Revisit the Quality Assurance Standard?

- Last fully revised in 2014
- Guidance from Orion Assessment Services that some updates were needed
- COVID-19 and the move to remote learning for a large number of LC members, at least partially
 - Does the standard reflect the 'new reality'?

How Was the QA Standard Revised?

LC Quality Assurance Committee

- 20+ members from public, private, English, & French sectors
- We met in September, October, and November 2021 and reviewed and discussed updates that were needed to the Standard

Orion Assessment Services

- Best practices from other industries
- Insights from the auditing perspective

LC Board review and approval

- Review, questions, & discussion
- Unanimously approved in March 2022

Substantive Changes

- Use of the term 'LC member' as opposed to 'member program'
- Scope statement, exclusions, & accreditation procedure (section A2-4)
- Terms & definitions (section B)
- Curriculum – more inclusive of technology, experiential learning, flipped classrooms, and volunteering (section F3b)
- Resources for remote learning – more robust guidelines to incorporate digital (and other types of remote) learning environments (section H7b)

Scope statement, exclusions, & accreditation procedure (section A2-4)

Old Standard

- Short intro to LC
- Short explanation of audit procedure

Proposed Changes

- Detailed explanation of accreditation procedure
 - Audit frequency, Orion, review of standard
- Scope of accreditation statement
 - 3 criteria: legal name; address; scope statement
- Exclusions to the standard
 - Certain exemptions related to remote offerings, junior students
- Issue resolution for LC members
 - Student communications; Dispute Resolution Policy

Terms & definitions (section B)

Old Standard

- No terms & definitions provided

Proposed Changes

- Following best practices described by Orion, provided key terms either not commonly understood, or referred to with particularly specificity in this document
 - Academic leader
 - Alternative accommodation
 - LC member
 - Remote learning

Curriculum (section F3b)

Old Standard

- Curriculum reflects research and innovation

Proposed Changes

- Examples of research and innovation are provided
 - Educational technology and media
 - Experiential learning
 - Critical thinking
 - Blending language + content
 - Flipped classrooms
 - Up-to-date research and approaches to language teaching

Resources for Remote Learning (section H7b)

Old Standard

- No mention of remote learning as it pertains to 'facilities'

Proposed Changes

- Examples of necessary resources for remote learning (also assumed to be factored into other specifications throughout the Standard)
 - Hardware, software, other requirements for students
 - Digital learning environment
 - Interaction within a remote environment
 - Support & training for remote teaching & learning

Practical Impact of the Changes

- Pending the ratification vote tomorrow
- Any ratified changes come into effect immediately
- Changes are communicated to all members
 - Town halls
 - Email reminders
 - Website/documents updated
- Orion will allow a transition period of 2 years
 - Allows members to address any discrepancies between the old and the new standard

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Questions/Discussion

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Thank You