



Studium
Języków
Obcych

SYSTEM OF ASSURING THE QUALITY OF EDUCATION IN THE DEPARTMENT OF FOREIGN LANGUAGES (DFL) AT WROCLAW UNIVERSITY OF SCIENCE AND TECHNOLOGY (WUST)

Quality is a way of thinking which results in the application and constant search for new solutions.

W.E. Deming

I. Legal conditions and documents concerning educational quality assurance in higher education institutions

Many of the changes in the educational process in higher education have been and are the result of the implementation of the Bologna Process. Higher education institutions across Europe are encouraged to intensify their efforts to continuously improve the quality of teaching through the systematic introduction of internal quality assurance mechanisms and their direct interaction with external quality assurance bodies. Two objectives underpin educational quality assurance activities: accountability and improvement. It is essential that they are considered together. Successful implementation of the system of providing information guarantees the university certainty as to the quality of education. Introduction of the Polish Qualification Framework (Polska Rama Kwalifikacji) gives universities freedom in designing study plans and curricula, and at the same time imposes responsibility for the quality of education. Each university must ensure proper selection of courses and appropriate forms of education, describe precisely the intended learning outcomes and prove their attainment.

Internal Quality Assurance Systems (IQAS) developed at Polish universities are based on:

- European and national documents on quality assurance in higher education,
- Requirements for external quality assurance assessment (accreditation of university units by accrediting bodies)
- standards and guidelines for the establishment of IQAS (European, national, university).

The basis for the development of external and internal Quality Assurance Systems in higher education in European Union countries are the “**Standards and Guidelines for Quality Assurance in the European Higher Education Area**” developed by the European Association for Quality Assurance in Higher Education (ENQA).

Seven key standards are listed, the achievement of which ensures high quality education:

- Quality assurance policy
- Student-centred learning and assessment
- Cyclical monitoring, evaluation and periodic review of curricula
- Quality assurance of the teaching staff
- Didactic support for students
- Use of information systems
- Managing and publicising information about the University.

Wrocław University of Science and Technology has developed “Principles of operation of the University System of Assuring the Quality of Education (Uczelniany System Zapewniania Jakości Kształcenia, USZJK)” (Appendix to ZW 117/2021). Within USZJK, processes of key importance for the quality of education at the University are indicated in eight areas. These include in particular: Programmes of study, Recruitment, Selection and improvement of teaching staff, Teaching and verification of learning outcomes, Internships, Diplomas, Internationalisation, Public access to information.

II. Department Committee for Educational Quality Assurance for the Department of Foreign Languages at Wrocław University of Science and Technology

The Department of Foreign Languages (DFL) operates on the basis of the “Regulations of the Department of Foreign Languages of Wrocław University of Science and Technology (WUST)”. The Department System of Assuring the Quality of Education (Studyjny System Zapewniania Jakości Kształcenia, SSZJK) in the Department of Foreign Languages of Wrocław University of Science and Technology is integrally linked to and compatible with the University System of Assuring the Quality of Education (Uczelniany System Zapewniania Jakości Kształcenia, USZJK), providing continuous and systematic supervision. The System supervises the work of academic teachers, students of all levels and forms of study, participants of courses, doctoral students as well as administrative staff involved in the educational process.

The Department System of Assuring the Quality of Education at the Department of Foreign Languages of Wrocław University of Science and Technology follows four programmes:

- I. Programme for improvement of the teaching process,**
- II. Programme for supporting students in achieving learning outcomes,**
- III. Programme for employing, evaluating and improving the teaching and administrative staff,**
- IV. Programme for promoting DFL activities in the academic community.**

The DFL Directors and Vice-Directors and the Department Committee for Assuring the Quality of Education are responsible for the proper functioning of the SSZJK. The functioning of the system is supported by the DFL Management and administration, the plenipotentiaries appointed by the DFL Director, task teams for specific tasks, and the Department Board, which systematically addresses issues related to education quality assurance. DFL cooperates with WUST faculties, the Students’ Union, the Doctoral Student Council, the Career Services, the Department of Accessibility and Support for People with Disabilities and the International Relations Office in the implementation of some pro-quality tasks.

The management of the education quality in DFL is based on the following principles:

- Student-oriented approach,
- Staff involvement,
- Systemic approach,
- Continuous improvement of the educational process,
- Cooperation with partners.

The management of the Department System of Assuring the Quality of Education in DFL, presented in the appendix to the SSZJK, consists of four elements:

- Planning of objectives and pro-quality activities (cele i zadania projakościowe, CiZP),
- Implementation of learning projects (projekty edukacyjne, PE) and pro-quality activities through appropriate procedures and tools within the existing SSZJK programmes,
- Monitoring and measurement of results,
- Self-evaluation and improvement of the system.

The quality assurance procedures of the education process in DFL are based on ingrained academic traditions. The procedures and proper functioning of the Department System of Assuring the Quality of Education and systematic quality measurement require appropriately designed “tools”. The procedures for achieving and maintaining quality standards and the systematic quality measurement tools used within the system are presented in the individual programmes.

PROGRAMME I

Programme for improvement of the teaching process

Procedure 1

Evaluation of the teaching system from the viewpoint of quality assurance of language education and implementation of changes

The concept of language education is developed taking into account the limit of hours allocated for the study of foreign languages at individual levels of full-time and part-time studies, doctoral studies, student autonomy, e-learning and blended learning possibilities and individual student needs (e.g. students with special needs).

The procedure consists of the following parts:

➤ ***Continuous updating of the educational offer***

The offer of language classes and courses meets the current needs of students of all levels and forms of studies, PhD students, university employees and participants of intensive Polish and English language classes and courses. Every semester the updated offer of language courses is presented on the DFL website, in the ICT system and the Catalogue of Courses (Aktualny Katalog Zapisowy, AKZ). It contains a list of general, academic, specialised, scientific and technical language courses, work environment language courses, thematic courses, e-learning courses and blended-learning courses by language and level of study.

➤ ***Periodic review of curricula***

The curricula of language classes and courses are based on learning outcomes (achieved linguistic and social competences required in the labour market) and include descriptions of situations of professional language use as well as the use of a foreign language for academic and professional purposes. A systematic survey of the opinions of students (including also the period of synchronous online teaching and learning), graduates and employers provides the basis for introducing changes in the curricula.

➤ ***Updating and archiving documentation on the teaching and learning process***

Documentation for students on the language learning process can be found on the DFL website, and documentation related to the organisation of the learning process is made available to lecturers

on the e-board. All documents are systematically updated. DFL staff periodically submit reports on the learning process in their course groups in accordance with currently binding procedures.

➤ ***Assessment of the quality of teaching conditions***

The Department Committee for Assuring the Quality of Education (SKZJK) systematically checks the working and learning conditions. Comments and requests made by employees and students are taken into account in the planning of purchases of teaching equipment and in the plan for renovations and repairs. The students may also submit their comments via electronic system available on DFL website.

➤ ***Controlling, updating and modernising the technical and didactic base of the language learning process***

DFL has adequate resources to support the learning process (multimedia, book collection, learning platforms, teaching aids, etc.), which are systematically updated, inventoried, upgraded and supplemented.

Tools:

- ❖ Regulations of the Department of Foreign Languages at WUST.

Full-time and part-time studies at the first and second level

- ❖ Description of the language education system
- ❖ Rules for completing language course
- ❖ Rules for obtaining credit for language courses
- ❖ Educational paths
- ❖ Description of teaching levels
- ❖ Offer of general, academic and language for specific purposes courses
- ❖ Offer of scientific and technical language courses at B2+ and C1+ levels, taking into account the requirements of the labour market and the specialisation of faculty groups
- ❖ Offer of original thematic courses and blended learning
- ❖ Specific learning outcomes
- ❖ Learning programmes based on learning outcomes
- ❖ Subject cards in Polish and English
- ❖ Original programmes of courses of language for specific purposes
- ❖ Virtual Learning Environment (Wirtualne Środowisko Nauki)
- ❖ Procedure of introducing changes to documents related to didactic and extracurricular activity of DFL
- ❖ Procedure for documenting and archiving didactic documentation
- ❖ Specification of final tests
- ❖ Procedure for creating, verifying and giving opinions on curricula/subject charts
- ❖ Rules of cancelling and making up for cancelled classes and consultations at the Department of Foreign Languages of Wrocław University of Science and Technology

Doctoral studies

- ❖ Rules for taking language courses and submitting language examinations by doctoral students of Wrocław University of Science and Technology (appendix to PO 11/2018)
- ❖ Description of the language education system
- ❖ Rules for completing language course
- ❖ Offer of general, academic and language for specific purposes courses
- ❖ Doctoral exams
- ❖ Extramural exams

- ❖ Original subject cards with programmes based on learning outcomes in Polish and English

Doctoral School

- ❖ Rules of linguistic education and certification of doctoral students of the Doctoral School in the scope of a modern foreign language knowledge at the Department of Foreign Languages of Wrocław University of Science and Technology (appendix to ZW 68/2021)
- ❖ Description of language education system
- ❖ Rules for completing language courses
- ❖ Offer of general, academic and language for specific purposes courses
- ❖ Certification exams
- ❖ Original subject cards with programmes based on learning outcomes in Polish and English

Courses of Polish as a foreign language

- ❖ Offer of intensive courses of Polish as a foreign language
- ❖ Learning programmes and subject cards
- ❖ Basic offer of Polish as a foreign language courses, humanistic and science subjects
- ❖ Language and certificate exams

English language courses for foreigners

- ❖ The offer of English language courses
- ❖ Learning programmes and subject cards
- ❖ Offer of science subjects in English
- ❖ Certificate exams

Procedure 2

Systematic monitoring of the opinions of students, teachers, doctoral students, courses participants, graduates and employers.

The procedure consists of the following parts:

➤ ***Evaluation of the teaching offer, the educational process and the language classes by students***

This is a form of surveying students' satisfaction with the language courses, including paid courses, and one of the elements of language teacher evaluation. The surveys concern the evaluation of full-time and/or synchronous online learning classes.

➤ ***Submitting comments and introducing changes***

The DFL website includes a system for electronic submission of comments, opinions and questions concerning the organisation of classes, programmes of language classes and courses, teachers' work, etc. After analysing the submitted comments, the DFL Management may introduce changes to the process of language teaching or the scope of additional activities, after a positive opinion of the Department Council. In addition, surveys are conducted among lecturers on their teaching work, also in the remote mode. Analysis of the survey results contributes to the improvement of conditions for lecturers' work.

➤ ***Monitoring the satisfaction of graduates and employers with learning outcomes***

In cooperation with the Career Services of the Wrocław University of Science and Technology, on-line surveys for graduates are developed and placed on the website of the Career Services in order to collect their opinions about the language training process, as well as to track the professional careers of graduates depending on their language skills. During Job Fairs organised by the Career Services, surveys are carried out to analyse the opinions of employers about the language competences of the employed WUST graduates.

Tools:

- ❖ Document “Order of surveying foreign language classes run in DFL of WUST” (for on-site and online classes)
- ❖ Survey procedure for teaching foreign languages
- ❖ Procedure for examining the opinions of students and doctoral students on the fulfilment of teaching duties by academic staff at Wrocław University of Science and Technology
- ❖ Evaluation survey on foreign language classes (paper and electronic versions)
- ❖ Evaluation survey on foreign language classes for doctoral students (paper and electronic version)
- ❖ Evaluation survey for paid supplementary courses
- ❖ Evaluation survey on online language learning courses
- ❖ Survey for language teachers on online teaching
- ❖ Evaluation survey on individual classes for students with disabilities
- ❖ Survey “Analysis of the language needs of students and graduates of Wrocław University of Science and Technology employed in companies in the domestic labour market” conducted with partners cooperating in projects
- ❖ Tabs: Contact and Submission of comments and requests

PROGRAMME II**Programme for supporting students in achieving learning outcomes***Procedure 1***Student assessment, verification of knowledge and learning outcomes****➤ System of assessment and verification of learning outcomes**

DFL has a document “Assessment and verification of achieved learning outcomes” for all languages offered by the Department by level of study. All students are assessed according to accepted, published and consistently applied, uniform and consistent rules and criteria. The rules apply to teaching delivered in traditional and online synchronous formats.

Tools:

- ❖ Diagnostic (levelling) tests
- ❖ Document “Organisational bases for working with groups”.
- ❖ Evaluation tests, presentations, projects, final tests, etc.
- ❖ Specification of final tests
- ❖ Document “Assessment and verification of achieved learning outcomes (levels A1-B1.2)”
Document “Assessment and verification of achieved learning outcomes (levels B2.1-C1+)”
- ❖ Analysis of the achievement level of the assumed learning outcomes
- ❖ Documents: “Rules for the credit transfer” and “Certificates of exemption from classes”
- ❖ Description of the ACERT certificate exam (rules of issuance, regulations, model tests)
- ❖ Description of the doctoral exam
- ❖ Description of the exam qualifying for the exchange trips (e.g. within international programmes) and model tests
- ❖ Description of international certificate exams

➤ Assistance in achieving the required learning outcomes

DFL offers comprehensive support to students in achieving the established learning outcomes. The basic form of assistance are consultations conducted systematically in the on-site and online form. Other tools are: Virtual Learning Environment and “Pasaż Poliglotka [Poliglotek’s Mall]”, which are platforms that provide a rich source of language materials for both self-study and work in class. Another tool supporting students learning in DFL is Language Counselling. It is based on the student’s self-study under the guidance of a DFL lecturer in order to broaden language skills to be able to take up obligatory classes in the study cycle at B2, B1 or A2 level, depending on the needs. Within the framework of Language Counselling, the student has the possibility to choose the appropriate form of self-education (e.g. based on textbooks, DFL’s original materials available on the website, e-learning courses). DFL in cooperation with the Department of Accessibility and Support assists students with special needs. The Director’s Plenipotentiary for Students with Special Needs coordinates support programmes, the basic one being the programme of individual language classes for students with disabilities.

Valuable support for students, doctoral students and courses participants are: Polish Language Advice Centre and English Language Advice Centre, as well as numerous language projects and events.

Tools:

- ❖ Consultations offered by language teachers
- ❖ Language counselling
- ❖ Retake courses
- ❖ Paid supplementary courses (semester courses, summer courses, courses for students and University staff)
- ❖ Profiled courses conducted by the Centre for Polish and English Language for Foreigners
- ❖ Platforms: Virtual Learning Environment and Pasaż Poliglotka
- ❖ Language, intercultural and professional workshops, demonstration lessons, including lessons run also by native speakers
- ❖ Regulations for foreign language courses for students and doctoral students of Wrocław University of Science and Technology with disabilities
- ❖ Polish Language Advice Centre
- ❖ English Language Advice Centre
- ❖ Projects: English language for PhD students pursuing an implementation doctorate programme, Individual classes for students with disabilities

Procedure 2

Systematic support of the learning process

➤ ***Informative support of the learning process***

Up-to-date information on the organisation of the teaching process can be found on the DFL website both in Polish and English. Under the tabs: “Full-time studies”, “Part-time studies”, “Doctoral studies”, “International & Erasmus” all documents concerning the language education system are published. The tab “Additional offer” provides information about various courses (supplementary and certificate courses) and certificate exams.

Important informative tabs are: “Schedule of the semester”, “To whom with what” and FAQs, which provide students with quick access to information concerning the teaching process. Additional support is offered in the tabs: “Important documents” and “Forms to download”

On the DFL website there are also tabs with content supporting the learning process: Virtual Learning Environment, Pasaż Poliglotka, Placement Test, Language Courses, Certificate Courses, Language Counselling, Language and Intercultural and Professional Workshops, Integration Workshops for Polish and Foreign Students, the Polish Language Advice Centre, and the English Language Advice Centre.

Before the start of each new semester, the “Enrolment” tab is placed on the DFL website, which contains the most important information to facilitate enrolment to a language course (i.a. “Enrolment and selection of a language course step by step”, “Students of the 7th semester”, “What to pay special attention to”, “Enrolment to courses outside the study plan”).

Academic teachers and DFL administrative staff also support the learning process via e-mails, chats and meetings (also online) and consultations, explaining linguistic problems doubts of students, solving organisational problems related to the enrolment in language classes and courses, payment for repeating a course, receiving a certificate, course completion, etc. In 2020, the “SyDiA” documentation and archiving system was created in the DFL, placed in the cloud, which organized and improved collection and exchange of information among management, committees, task teams, plenipotentiaries and administration.

An important tool is also the “About DFL” tab, which contains information on the language teams in DFL. The timeliness and accessibility of the information placed on the Department’s website is systematically evaluated.

DFL is supported by the University faculties, Promotion Department and the Department of Accessibility and Support for People with Disabilities in sharing information on teaching and extracurricular activities offered by DFL. Social media (Instagram, FB) help share the information on DFL and its activities.

Ordered and consistent information tabs available on DFL website work well when it is necessary to switch into online synchronous teaching mode.

Tools:

- ❖ DFL website - main tabs: “Full-time studies”, “Part-time studies”, “Doctoral Studies”, “International & Erasmus”, “Additional Offer”.
- ❖ Semester schedule
- ❖ Tabs: “To whom with what” and FAQ
- ❖ Tabs: “Important documents”, “Forms to download”, “About DFL”
- ❖ Tabs: Virtual Learning Environment, Pasaż Poliglotka, Placement Tests, Language Courses, Certificate Courses, Language Counselling, Language and Intercultural Workshops, Polish Language Advice Centre, English Language Advice Centre, Students with Special Needs, Projects
- ❖ Tab: “Enrolment”
- ❖ E-mail, IT tools (i.e. Zoom, Teams, Google Classroom)
- ❖ Social media (Instagram, Facebook)
- ❖ Webpages of Faculties, Promotion Department, The Department of Accessibility and Support for People with Disabilities, International Relations Office.

➤ ***Supporting independent work and autonomy of students***

In addition to the traditional sets of additional tasks provided by instructors for students with language deficiencies and particularly linguistically talented students, the didactic process is supported by a tool which facilitates the implementation of the educational process and organises independent language learning in a systemic way. It is the Virtual Learning Environment (WŚN) addressed to the students, doctoral students and staff of WUST. After logging in through the DFL

website, learners can use teaching materials that support independent learning of a general language, a language for specific purposes, an academic language and a scientific and technical language. This enables learners' autonomy in the process of achieving the required learning outcomes, which is also particularly important during the periods of online teaching and learning.

An important tool for intercultural learning is the "Pasaż Poliglotka", in which each language section regularly posts information about the languages taught, about the culture of different countries, language curiosities, announcements about regional cultural and language events, new publications and language aids, opportunities to study abroad, work placements and employment for graduates in international companies.

The correct use of Polish by our students, both in general and in scientific and technical language, is extremely important. In accordance with the demand, the DFL website features the Polish Language Advice Centre, which is intended to provide assistance to all those interested in precise and error-free use of their mother tongue. In order to help students deal with complexities of English language, English Language Advice Centre was created.

Supporting students' autonomy in helping them to achieve the required standards is also provided by the "Language Counselling Service", individual classes for students with disabilities, Virtual Polyglot (Wirtualny Poliglota) (for online teaching) or various language projects.

Tools:

- ❖ Virtual Learning Environment (materials for coursework and student independent work)
- ❖ Pasaż Poliglotka
- ❖ Language and culture workshops for as well as workshops professional purposes
- ❖ Teacher consultations
- ❖ Polish Language Advice Centre
- ❖ English Language Advice Centre
- ❖ Language counselling
- ❖ Virtual Polyglot Project
- ❖ Individual classes for students with disabilities

➤ ***Supporting gifted students***

In order to meet the expectations of linguistically talented students, DFL supports their learning process and the development of their inter- and multicultural competence through various initiatives. In addition to the existing internal DFL projects: Virtual Learning Environment and Pasaż Poliglotka (where students' original teaching materials are published), cyclical events are addressed to interested persons: Language Tournament, National English and German Olympiad for students of technical universities together with preparatory workshops, National Polish Language Olympiad for foreigners, language and culture workshops, courses and certificate exams in general language and for professional purposes, certificate courses and exams (IELTS, B2 First, C1 Advanced, ACERT, TELC). Students also take part in international tandem projects carried out by DFL, intercultural projects, projects dedicated to the students of particular departments of WUST. and foreign conferences, delivering papers in foreign languages. DFL also participates in projects dedicated to participants of OJC preparatory courses. DFL initiates and runs multiple projects that support students and doctoral students in developing languages skills requires in work environment, e.g. "Deutsch is ein Plus" – a project run in cooperation with Capgemini Software for students of IT related faculties, English language for implementation doctorate programme – run in cooperation with KGHM Cuprum Company; projects: Santander and DFL Language Academy; Top Skills that help developing students' soft skills; Masters of Didactics – in cooperation with the Ministry of Education and Science as part of individualized language teaching targeted at gifted students.

Additionally, DFL's lecturers provide individual advice on possibilities and ways of language development. In the DFL Library one can find textbooks, additional materials, abbreviated stories for students at beginner levels and fiction in foreign languages.

Tools:

- ❖ Language Tournaments and Olympiads
- ❖ Language workshops to prepare for participation in Olympiads
- ❖ Intercultural workshops
- ❖ Certificate courses and examinations (IELTS, B2 First, C1 Advanced, ACERT, TELC)
- ❖ Projects carried out by DFL
- ❖ Projects in which DFL participates (i.a. Language Juvenalia, Podziel się swoją kulturą, podziel się swoim językiem [Share your culture, share your language], Kawiarenka językowa [Language Cafe])
- ❖ Students' original materials (placed e.g. in Pasaż Poliglotka)
- ❖ DFL Library

➤ ***Support to disabled students and students with dyslexia***

All students and doctoral students with disabilities can count on the full support and kind assistance of the staff of the Department of Foreign Languages of Wrocław University of Science and Technology and are entitled to prior enrolment to language classes and courses. The teachers' flexible and individual approach guarantees the achievement of the required learning outcomes for students with disabilities studying in regular groups. Depending on the disfunction, the teacher adjusts the mode of classes to the student's abilities and establishes with the student the principles of working and completing the course. In very special cases, it is possible to organise individual classes for students with motor (movement) or sensory (sight, hearing, speech) disabilities upon the consent of the Dean of the relevant faculty for financing individual classes. Since year 2020/2021 in cooperation with the Department of Accessibility and Support for People with Disabilities, DFL has been running individual classes for dozens of students with disabilities. Lecturers take part in numerous trainings on specific teaching methods for students with special needs.

DFL also provides support for visually impaired students by providing multisensory tables in the building.

Tools:

- ❖ Tab: People with special needs
- ❖ Information in the Catalogue of Courses (AKZ) and on the DFL website about the enrolment for people with special needs
- ❖ Regulations on foreign language courses for WUST students and doctoral students with disabilities
- ❖ Typhlographic boards in DFL
- ❖ DFL website customization (contrast and colour)

Procedure 3

Supporting foreign students

Foreign students and learners can obtain information about the offer and activities of DFL from the website, which from the academic year 2020/21 is available in the English version (contains the same information as the Polish version), from the Current Catalogue of Records (AKZ in the English version) and from the regular e-mail notification.

Polish and English Language Centre for Foreigners runs three-, two- or one-semester long intensive courses of Polish language as well as one-year or one-semester long courses of English language at different advancement levels. These courses are intended for candidates for studies at Wrocław University of Science and Technology and other universities in Poland. There are also foreign language courses for students of the Erasmus+ programme and foreign students studying at WUST in English (full time students). For them the Polish and English Language Centre offers lectures on Polish history and culture in English, courses of English language at C1 and C2 level, Polish language and rare languages run in English. The didactic offer of the Polish and English Language Centre is enriched with intercultural projects and events.

Tools (in Polish and/or English):

- ❖ Tabs: International&Erasmus: Full-time international students, Erasmus incoming Students, Courses preparing for studying in Poland, Erasmus Students – Out, Polish and English Language Centre for Foreigners, Courses, Certificate Exams, Virtual Learning Environment, Events, Presentation about the Department of Foreign Languages, Academic Calendar
- ❖ Offer of courses for Erasmus+ students
- ❖ Offer of preparatory courses for studies at WUST in Polish and English
- ❖ Lectures on Polish history and culture in English
- ❖ Offer of courses for full-time students
- ❖ Courses and certificate exams (presentation)
- ❖ Presentation in English promoting DFL
- ❖ Presentation in English promoting the Polish and English Language Centre for Foreigners
- ❖ Projects: Welcome to Poland, Tandem, Podziel się swoją kulturą, podziel się swoim językiem [Share your language, share your culture]
- ❖ Summer and winter schools
- ❖ Virtual Learning Environment
- ❖ Pasaż Poliglotka
- ❖ Recruitment of foreign students with the use video conferencing tools

PROGRAMME III

Programme for employing, evaluating and improving the teaching and administrative staff

Procedure 1

Induction of new employees

The Department's attaches great importance to the process of recruitment of new employees and the subsequent process of their adaptation in the new environment. These processes follow specific orders and procedures.

Tools:

- Regulations for conducting an open competition for the position of: teacher, lecturer and senior lecturer at PWR.
- Extract from the Statutes of Wrocław University of Science and Technology on the employment of academic teachers
- Criteria for promotion to the position of lecturer and senior lecturer in DFL
- Procedure for the induction of new teaching staff in DFL
- Criteria for evaluation of the induction process of new staff
- Induction process questionnaire

Procedure 2

Ensuring high quality of teaching and administrative staff

This procedure consists of: lesson observation, teachers' self-evaluation, periodical evaluation of employees.

Lesson observation procedure

Heads of language sections and the Department Team for Lesson Observation (Studyjny Zespół ds. Hospitowania Zajęć, SZHZ) plan and systematically conduct peer observations, also during the period of online teaching. The purpose of the observations is to stimulate the development of teachers' professional qualifications and to eliminate methodological errors. The results of peer observations are also used for periodic evaluation of academic teachers and professional promotions.

Tools:

- ❖ Procedure of lesson observations conducted at Wrocław University of Science and Technology
- ❖ Information on lesson observations from year 2020/2021 at the Department of Foreign Languages of Wrocław University of Science and Technology
- ❖ Lesson plan template
- ❖ Lesson observation protocol

Self-evaluation procedure for academic teachers

The basic aim of this procedure is self-control of the quality of the conducted classes in terms of content and organisation, as well as conducting self-evaluation of teaching and extracurricular activities.

Tools:

- ❖ Teacher self-evaluation questionnaire
- ❖ Induction process questionnaire.

Periodic staff evaluation

Periodic evaluation of academic teachers' qualifications and work is carried out on the basis of the law "Law on Higher Education and Science"; it also includes the employees who are not academic teachers. In addition to evaluating the teaching activity, the evaluation also takes into account the didactic and scholarly achievements, organisational activities including work in committees and task teams, organising didactic and scholarly conferences, work for the DFL and the University, as well as organising and participating in various language events. The results of staff evaluation have an impact on the continuation of employment, promotions and remuneration. A positive performance appraisal is a condition for continued employment at the University. The staff evaluation is carried out according to the regulations established in WUST and DFL.

Tools:

- ❖ Summary of professional accomplishments (Polish and English version)
- ❖ Teacher evaluation sheet (Polish and English version)
- ❖ Summary measure of teacher performance
- ❖ Other evaluation-related documents (e.g. timetable)
- ❖ Administration staff evaluation questionnaire

Procedure 3

Supporting and monitoring professional development of employees

Academic staff in DFL are bound by the principle of professional development. This principle is implemented through participation in internal and external training, conferences, postgraduate and/or doctoral studies. A Director's Plenipotentiary for Staff Training and the team for staff training were appointed in 2020/21 to analyse staff development needs and organise training. The linguistic and didactic development of the lecturers (primarily junior staff) is monitored by DFL Management.

Tools:

- ❖ Internal training “Development Days”
- ❖ External training
- ❖ Language training at home and abroad
- ❖ Postgraduate and doctoral studies
- ❖ Participation in didactic and academic conferences
- ❖ Reports on participation in various forms of professional development
- ❖ Scientific and didactic publications of employees
- ❖ Organisation of conferences, seminars, workshops
- ❖ Membership of language associations
- ❖ Cooperation with language publishers
- ❖ Cooperation with institutions promoting foreign language learning
- ❖ Participation in internal, national and international projects
- ❖ Participation of DFL in competitions
- ❖ Organisational work for DFL and the University
- ❖ Work in committees and task teams.
- ❖ Summary of professional accomplishments

Rewards and penalties

The rules and conditions for awarding rewards and bonuses to employees for achievements in teaching, scientific, organisational and extracurricular activities, as well as the rules for applying disciplinary penalties, are regulated by the Labour Code, the WUST. Statute and internal regulations issued by the Rector. DFL employees may receive various awards, distinctions and decorations, e.g. One of the most important awards for special achievements in teaching - Rector’s “Docendo Discimus” award. Rector’s awards are granted annually.

PROGRAMME IV

Programme for promoting DFL activities in the academic community

One of the most important roles in the promotion of DFL activities is played by information systems for students and lecturers. The information system for students is presented in Programme II.

There is also an internal communication system for DFL employees, called e-board. It is a tool for transmitting and storing information, promoting the activities of the Department’s and individual employees in their own environment. It is regularly updated and reorganised. New tabs related to DFL’s current situation and activities are created, e.g. “Online working”.

Within the framework of promotion activities in the academic environment of the University, DFL cooperates with the Students’ Union, Doctoral Student Council and other student organisations. In the environment related to foreign language teaching, it cooperates with language publishers and institutions promoting high quality in foreign language teaching. Membership in professional associations (CercleS, SERMO, IATEFL, Association of German Language Teachers, Bristol) allows DFL to promote itself in Poland and Europe.

Information about the Department’s activities is published in WUST and DFL academic media as well as regional and national media, and is also published in the form of own promotional materials. An important element of promotional activities are extracurricular events, which DFL organises or in which it participates, e.g.: Language Tournament, Language Juvenalia, didactic and scientific conferences. The language events proposed by DFL employees as part of the Lower Silesian Science Festival are addressed to the students of Wrocław and the region. The participation of DFL employees in internal, national and international projects also has a promotional function.

The Centre for Polish and English Language for Foreigners regularly obtains accreditation which entitles the Centre to receive scholarships winners from the National Agency for Academic Exchange (Narodowa Agencja Wymiany Akademickiej, NAWA). The following initiatives are of particular importance: DFL’s

endeavours to obtain accreditation from external institutions confirming the high quality of education, and the establishment of the Centre for Foreign Language Examination. DFL is already an examination centre for Polish as a foreign language, authorised to conduct state examination of knowledge of Polish as a foreign language.

A valuable promotional role of DFL is its participation in competitions organised e.g. by NAWA. Internships, within the framework of which DFL hosts lecturers from foreign university centres, also play an important role in the internationalisation process. DFL also cooperates with schools, other universities, companies and employers of the region, and lecturers participate in Erasmus+ exchanges.

In 2022 DFL will celebrate its 70th anniversary.

Tools:

- ❖ DFL information systems
- ❖ DFL cooperation with organisations and institutions in the educational area
- ❖ Membership of professional associations
- ❖ Publication of information about DFL
- ❖ Preparations for celebrating DFL's 70th anniversary
- ❖ Teaching and extracurricular activities to promote multilingualism, interculturalism and internationalisation of the educational process
- ❖ Actions for obtaining accreditation and setting up the Foreign Languages Examination Centre
- ❖ DFL's projects
- ❖ Competitions, e.g. World Culture Week in DFL
- ❖ DFL's own promotional materials
- ❖ DFL Facebook and Instagram pages

I. Summary

The implementation, correct application, monitoring and regular updating of the functioning of the Department System of Assuring the Quality of Education in DFL ensures:

- ❖ continuous improvement of the quality of the teaching process, also in online teaching mode
- ❖ creation of a modern offer of language classes and courses,
- ❖ up-to-date curricula for language classes and courses adapted to labour market requirements,
- ❖ support of didactic innovations,
- ❖ constant support of students in learning foreign languages and high level of their satisfaction with the language classes and courses, also run in the online mode
- ❖ proper functioning of the unit in conditions of globalization of education and mobility of students and academic staff and while faced with the necessity to implement an online teaching mode
- ❖ conducting transparent human resources policy and promotion of "good didactic practices",
- ❖ shaping pro-quality attitudes in the university environment and building a quality culture.

Building a quality culture requires continuous quality improvement, accountability, synergy of activities, joint decision-making. Indicators of a quality culture include placing students at the centre of learning process, staff identification with their workplace, inspirational rather than autocratic style of leadership, openness to external evaluation, strengthening self-reflection and development initiatives.

Date of the opinion on SSZJK by the Department Board: 26.10.2021

Not everything that counts can be counted and not everything that can be counted counts.

Albert Einstein

Management of the Department System of Assuring the Quality of Education in the period 2021-2024 (appendix to SSZJK)

Pro-quality objectives and targets (Cele i zadania jakościowe, CiZP)	Methods of implementation of the CiZP, implementation of educational projects (PE) as measures of achievement of the objective	Units of measurement, performance indicators of CiZP	Implementation deadline/period/results	Team/person responsible
I. Improving the language education system	1. Monitoring the quality of language education based on the results of surveys of teachers, students, trainees, PhD students, graduates and employers	Number of surveys/Number of new (updated) curricula and subject cards/Number of pro-quality actions	after the survey/every semester	Vice-Director for Full-Time Studies and Staff Development, Heads of language sections, SKZJK
	2. Expanding/updating the offer of classes and courses (within the basic and additional teaching offer), including classes and courses conducted in English and individual classes on request of WUST faculties and other organizational units, in the Polish and English Language Centre of Foreigners courses preparing for international certificate exams	Number of classes and courses entered in the catalogue (including those taught in English), individual classes for students with disabilities and courses from “Additional offer” of DFL	once a year	DFL Director, Vice-Directors and management
	3. Development/updating of procedures and documentation concerning organization of the education process	Number of new/updated procedures and documents	once a year	DFL Director, Vice-Directors, DFL Management, Department Board
	4. Comparative analysis of achieved learning outcomes	Number of analyses carried out and reports published on e-board	every semester	SKZJK
	5. Analysis of the dynamics of the average grade at selected levels	Report on e-board	every semester	SKZJK
	6. Analysis of the reasons why the learning outcomes have not been achieved	Report on e-board	every semester	SKZJK
	7. Measurement of the increase in competences of students and doctoral students on the basis of pre-testing and post-testing	Results of the analysis published on e-board	as scheduled by SKZJK	DFL Director, Vice-Directors, Heads of language sections
	8. Analysis of the results of lesson observation of DFL teachers	Report on e-board	February and June	Team for Lesson Observation (SZHZ)

II. Supporting students' autonomy in the learning process 1.	Motivating students to develop their language skills and providing opportunities to acquire new competences by: (a) participation in the Language Tournament (b) participation in Language Olympiads (c) participation in language projects and events from the additional and extracurricular DFL offer d) students' additional work with the materials from the Virtual Learning Environment (e) co-authoring of materials for Pasaż Poliglotka and DFL Facebook	(a), (b), (c) Number of organised events supporting autonomy in learning, a), b), c) Number of participants in organized events d), e) Analysis of the use of Virtual Learning Environment by students, number of materials posted in Pasaż Poliglotka, number of materials authored by students and number of "likes" on Facebook	once a year	DFL Director and Vice-Directors, Heads of language sections, Coordinators of task teams and language events, SKZJK
III. Management of information concerning the educational process	1. Analysing the availability of information relevant to students and staff regarding the educational process	Results of the analysis and their discussion with persons responsible for the various tabs on the DFL website and on e-board	once a year	DFL Director and Vice-Directors, DFL Management, SKZJK
	2. Monitoring the content and topicality of individual tabs	Monitoring and discussing the results with persons responsible for individual tabs	once a year	DFL Director and Vice-Directors
	3. Keeping the DFL website and e-board up to date	Number of updates (including deleting the old and creating new tabs/subtabs)	once a year	DFL Director and Vice-Directors, plenipotentiaries, coordinators, SKZJK, network administrator
IV. Modernisation of the technical and didactic base	1. Analysis of the technical and didactic base, preparing a list of demands, including on the basis of a survey taken by DFL employees	Analysis results/Number of questionnaires	once a year	DFL Director and Vice-Directors, SKZJK
	2. Modernisation of the technical and didactic base – purchase of new hardware, software, equipment for classrooms and teachers' rooms	Number of hardware, software and equipment purchased/amount spent	once a year	DFL Director and Vice-Directors, administration
	3. Developing the Virtual Learning Environment (a) preparing new teaching materials in the form of modules, e-scripts	(a) Number of new materials	once a year	Heads of language sections

	for individual faculties and fields of study (PE) b) promoting the activity of teaching staff in developing teaching materials	(b) Number of memos/promotional actions		Task Team for Promotion
V. Research on the fate of graduates according to their language competences	1. Cooperation with the Career Services, companies employing graduates, participation in Job fairs	Number of contacts, joint projects	once a year	DFL Director and Vice-Directors, SKZJK
	2. Survey conducted among graduates and employers on the language skills of WUST graduates and the requirements of the modern labour market in this respect	Number of questionnaires, report on the survey results	according to the SKZJK work plan	SKZJK
VI. Monitoring the market of candidates for studies and candidates for preparatory courses for foreigners in terms of their competence and language preferences	1. Cooperation with the International Relations Office	Number of paid participants of intensive Polish and English language courses	once a year	Language Centre for Foreigners
	2. Organising language events as part of the Lower Silesia Festival of Science (DFN)	Number of events conducted by DFL as part of DFN	once a year	DFL Director and Vice-Directors, event coordinator
VII. Internationalisation1. education process (student and staff mobility; initiating and developing existing cooperation within European 2. mobility programmes, etc.)	1. Participation in international intercultural projects (PE)	Number of contracts/projects/participants	on the basis of signed cooperation agreements	Director, Vice-Director for Part-Time Studies, Doctoral School and Internationalisation
	2. Implementation of internal intercultural projects (PE)	Number of projects/participants	Work plan of relevant task team	Vice-Director for Part-Time Studies, Doctoral School and Internationalisation, Vice-Director for Organisation
	3. Organisation of workshops developing intercultural competences and skills of working in an international team (PE)	Number of events/participants	as reported by workshop authors/every semester	Vice-Director for Organisation

	4. Organisation of examinations: (a) for international exchange students (b) certificate examinations	(a), (b) Number of examinations/participants	once a year	Vice-Director for Part-Time Studies, Doctoral School and Internationalisation, Plenipotentiary for Certification and Exams
	5. Organising teacher exchanges within the Erasmus+ programme	Number of DFL lecturers/ number of foreign lecturers	once a year	Vice-Director for Part-Time Studies, Doctoral School and Internationalisation, Heads of teams
	6. Participation of lecturers and students in international conferences	Number of participants/ number of papers/publications	once a year	DFL Director and Vice-Directors, DFL Management
	7. Organization of international conferences at DFL	Number of conferences/number of participants	on schedule	DFL Director and Vice-Directors
	8. Organisation of supplementary and certificate courses for students and university employees	Number of courses/participants	every semester and summer	Vice-Director for Organisation
	9. Translations for WUST units and employees	Number of completed orders/pages	according to orders placed by faculties and other units of WUST	Plenipotentiary for Translations
	Development of Pasaż Poliglotka - developing new materials on intercultural issues (PE)	Number of new materials	once a year	Vice-Director for Organization, DFL Management
VIII. Training students in soft skills expected by employers	1. Developing a programme for training soft skills (PE)	Programme published on e-board	once a year	Vice-Director for Organization, Director and Vice-Directors
	2. Organisation of workshops developing soft competences	Number of events/number of participants	once a year	Vice-Director for Organisation

IX. Promotion of DFL activities among the academic community in the city, region, in Poland and abroad	1. Cooperation between DFL and WUST Promotion Department, WUST Students' Union	Number of contacts/joint actions/report	once a year	Vice-Director for Organisation, Task Team for Promotion
	2. Use of DFL website, Facebook, Instagram, Open Days for promotional purposes	Number of actions/promotional activities	once a year	DFL Director and Vice-Directors, Task Team for Promotion
	3. Promotional activities in national (SERMO, IATEFL, etc.) and international associations (CERCLES)	Number of actions/promotional activities	once a year	DFL Director and Vice-Directors, Task Team for Promotion, SKZJK
	4. Activities of the DFL Promotion Teams	Report on the activities of the team	once a year	Plenipotentiary for Promotion

Updated: 18.10.2021

List of intercultural and language educational projects implemented by DFL

- 1. Updating and improving the Virtual Learning Environment (preparing new teaching materials, modules, and e-scripts for individual faculties and departments).**
- 2. Projects supporting the teaching process:**
 - a) Language Tournament,
 - b) Language Olympiads,
 - c) Language Juvenalia,
 - d) Lower Silesia Science Festival (DFN),
 - e) Language workshops,
 - f) Integration workshops for Polish and foreign students,*
 - g) Supplementary education and certificate courses,
 - h) Language counselling,
 - i) Regular online consultations with the Director and Voce-Directors,
 - j) "Masters of Didactics",
 - k) "Top Skills",
 - l) "Santander and DFL Top Skills Language Academy"

- m) Didactic support for students with disabilities – “Individual activities”
- n) Polish Language Advice Centre,
- o) English Language Advice Centre,

3. Intercultural projects:

- a) “Tandem I” and “Tandem II”,
- b) “Share your culture, share your language”,
- c) “Welcome to Poland”,
- d) Thematic intercultural workshops,
- e) Integration workshops for Polish and foreign students,
- f) Pasaż Poliglotka (DFL’s intercultural learning platform).

4. Projects supporting the process of internationalisation of WUST and cooperation with employers:

- a) “Deutsch ist ein Plus” in cooperation with Capgemini,
- b) “English language for doctoral students pursuing implementation doctorate programme” in cooperation with KGHM,
- c) “English and German for members of the Lower Silesian Chamber of Architects”.

5. Soft skills development programme

- a) Language counselling,
- b) “Masters of Didactics”,
- c) “Top skills”,
- d) “Santander and DFL Top Skills Language Academy”,
- e) Soft skills training program for DFL staff,
- f) EU programme “Politechnika nowych szans [University of New Opportunities]”,
- g) Support for students with disabilities – “Individual activities”

*New projects from 20/21 are highlighted in a different colour.

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