

Raising the Bar: What Makes a Language Program 'Quality'?

As quality assurance and accreditation processes continue to evolve globally, English language programs are increasingly expected to demonstrate more than just effective instruction—they must also show coherence in design, assessment, and continuous improvement. While broader accreditation standards tend to focus on institutional structures, English language programs bring unique pedagogical, administrative, and cultural challenges that require tailored approaches.

This plenary explores what it truly means for a language program to be “quality” and how that quality can be intentionally built, demonstrated, and sustained. Drawing on both international frameworks and local practices, the session will unpack the core elements of a high-quality English language program.

Practical insights will be offered to support institutions in raising the bar and creating sustainable, evidence-based quality structures that go beyond mere compliance.