**Kathleen’s feedback from her Qualiopi audit de surveillance.**

Sorry I can’t join today. I am very disappointed about that. I had hoped to join for an hour believing my morning appointment outside to be at 10:30, but I just realised it is at 10:00. So it would be too short to participate in a productive way with the group. I will be present though in July for the last workshop before summer break.

Feel free to pass on my phone 0678949419 and email [kurtin@orange.fr](mailto:kurtin@orange.fr) to others. Don't hesitate to contact me if I can help or provide information on QUALIOPI SURVEILLANCE.

I did the surveillance a few weeks ago and it went well, I was pleased about that. It took place in the little studio where I live although I don’t give classes physically there. Since the main audit was virtually during Covid period, the auditor felt compelled to do the surveillance in my place.

My over all pointers/views.

(1)

It was easier in fact in my place as it was my territory and so I could control things much more. Beforehand I was uncomfortable about it but in the end he was more uncomfortable. It allowed me to mix/show on screen and paper my documents. I controlled that to my advantage. I was able just to open a file of whatever student to show the documents associated and in fact speak about more things, books or whatever that I didn’t have to scan for video meeting.

The surveillance basically held no surprises. He quickly flew through all the points C-1 to C-7, focusing more on C-6 and C-7.

(2)

Before hand, I had prepared a little list according to criteria pointing out what was new or what had changed, it helped me to indicate positive actions on my side. He did not ask for that but it helped me to highlight from C-1 to C-7 what new things I had done, small or big. It allowed me to show my involvement. I noted how I reacted to change in RS, how I adapted with ETS Global or issues with Linguaskill, a lot of blah blah that is everyday stuff for a teacher but the auditor is not really so informed about, apart from the RS number change.

OTHER POINTS

(A)

Make sure that you update all your main documents. This does not mean that you change the content of the process/document just put on top, for instance updated March/2022 or April 2022 or whatever. It is vital as it shows you have relooked each point just to say, no change or to make minor changes.

(B)

Use of QUALIOPI logo. Make sure it is just on general presentation document and that you have indicated below the label what you are certified for. For instance in my case

**La certification qualité a été délivrée au titre de la catégorie d’actions suivante : actions de formation.**

**L.6313-1-1 Formation professionnelle continue (certifie mars 2021)**

Do not put the logo on same page where you present your catalogue or your list of offers/training courses.

(C)

Make sure you indicate and explain your process or non process for handicap, on presentation documents and show on EDOF CPF platform.

(D)

After really the main focus was on C-6 and C-7, so handicap. I had the idea of giving a free class in all my contracts focusing on handicap vocabulary in English, awareness and so on. That was well received, showing me adapting my content to disability.

For C-6, there was also focus on indicators 23,24,25. Again it was not necessary to do more than to show how I keep up to date with these. For instance, checking the official sites of URSSAF, joining TLN and so on. Simply showing the ETS GLOBAL site, or Linguaskill and how it informs.

I also access lots of free training courses on futurelearn an interesting website bringing together many UK universities with online courses on language teaching, dyslexia and so on. It provides one with a ticket to prove you have improved your skills.

For C-7 the questionnaires are important, but again, you just need to show that you send them out, send reminders and so on. I had examples of questionnaires before beginning, during training and at end and so on, keeping a record of that on Excel. Remember, the auditor doesn't care what student say, just that you have a process to send, collect documents, information.

AGAIN I WILL BE HAPPY TO HAVE A MEETING AND DISCUSS, HELP PEOPLE WHO WISH TO KNOW MORE ON THE TOPIC.

Best Regards

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