



**Panagiota Bourtsoukli** has been in the field of ELT as an Academic Manager and school owner for more than 25 yrs. She holds a BA in English Literature (U. of Athens) and an MSc in Teaching English (Aston U). She is currently the General Secretary of Quality Language Services (QLS), a member of the QLS Assessment Committee and an appointed Equals inspector. She has been teaching for longer than she cares to remember and has been involved in various academic projects facilitating foreign language learning, maintaining quality standards and helping teachers develop. Her interests include research in the domain of ELT, travelling and aerobics.