



Quality Assurance Policy

Our courses and teaching are designed to provide effective training for students who need English for their work, study or travel. As a charitable educational organisation, The English Language Centre exists to give all of our students the best teaching and learning facilities we can. We are committed to providing students with excellent courses in a warm, friendly and professional environment, as well as caring for every aspect of their stay.

Aims

Our goals and values include this principle:

- **Innovation:** we believe in constantly reviewing and developing our teaching, facilities, services and staff.

We endeavour to put this into effect by aiming for best practice and striving to make our students' experience the best it can be. We encourage staff to reflect on what they do and to look for ways to improve services for the student. More specifically:

At school:

We ask for feedback from all students on their second day at school via the day 2 questionnaire to catch issues or misunderstandings early. The Academic Management and Accommodation & Welfare teams check these straight away and any issues raised in academic, accommodation or other areas are addressed early.

We inform students on their first day (via the student handbook and welcome talk) about who to contact on any issue they might have whether it is academic or homesickness.

We have regular tutorials with all students studying 4 weeks or more to see how they are doing in terms of academic progress and satisfaction, ambitions and needs, welfare and accommodation. The academic management team regularly speak to long term students.

Some elements of General English course syllabus are negotiated weekly so students have an input on course content. Teachers', business, 25+ and closed group courses all have some element of negotiation with the client and needs analysis.

Academic Managers study exam results and the level of passes/fails.

Academic Managers have an open-door policy which students are made aware of on their first day

In Brighton, teachers offer classes four-week evaluations where students can feedback on the class and the student's progress.

Accommodation and Welfare teams in all centres are responsible for assuring the quality of our homestay providers, student houses, residences and guest houses and hotels.

All potential homestays and other accommodation providers must be visited first to assure our standards are met, and all homestay providers are systematically reviewed in order to ensure ongoing quality.

We hold regular events for homestay hosts. This gives hosts the opportunity to speak to us in person in a relaxed atmosphere.

There are suggestions boxes for students to use if they have feedback for us in student lounges in all schools which are regularly checked.



In the students' last week, we solicit their feedback on teaching and learning, school premises and facilities, social programme, accommodation, staff and location, as well as asking for feedback on the overall opinion of the school. We record and review this feedback systemically. Summaries of exit feedback are produced and discussed with academic and administrative teams monthly. Feedback is also analysed by the Senior Management Team and relevant improvements are fed into the ELC Quality and Development Plan.

With closed groups of students coming for specific courses, ELC provides a course report for each group consisting of information about the course booked and programme delivered, a report on a debrief meeting with the group leader at the end of the course, a summary of the feedback from leaving questionnaires and a list of recommendations for improvement for future visits.

Other ways we try to improve services:

The Chief Executive and other marketing staff meet regularly with Educational Tour Operators to seek feedback on our courses and other services.

We share best practice through partner schools as part of The English Network (TEN) at executive level and at the annual TEN Conferences for administrative and academic staff.

We endeavour to keep abreast of developments in the industry through membership and attendance at meetings and conferences of professional organisations such as IATEFL, English UK, TEN, Quality English and IALC.

We take the welfare of our students seriously and especially those under 18. We ensure our policies and procedures safeguard students through membership of professional organisation as above and the Sussex Safeguarding Forum who we also assist with hosting events.

We aim to provide a comprehensive programme of training and professional development for staff where required. Please see our Staff Recruitment and Staff Training Policy for more information

We take the British Council, IALC and Quality English accreditation schemes seriously and use these inspections as opportunities for improvement.

We ask staff for ideas and contributions in meetings and as part of their annual appraisal.

Input from students, staff, ETOs, professional bodies, inspections and other sources are assessed by the Senior Management Team and are fed into the self-evaluation documents for each school and the ELC Quality Development Plan.

See also: Staff Recruitment Policy
 Staff Training Policy
 Compliments and Complaints Policy
 Safeguarding and Child Protection Policy

Policy Reviewed: February 2024 by Senior Management Team

Next Review due: February 2025 by Senior Management Team