



ELC's courses and teaching provide effective training for students who need English for work, study, travel or personal pleasure.

## Our Mission

To transform lives by enabling people to better communicate globally through:

- teaching of the English language
- promoting inter-cultural understanding
- encouraging appreciation of the different ways we all live, think and learn

## Our Goals and Values

- |                      |                                                                                                                                         |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellence</b>    | we aim to offer the highest standards in teaching, training, services and facilities                                                    |
| <b>Integrity</b>     | we aim to be honest, fair and ethical in all our relationships                                                                          |
| <b>Innovation</b>    | we believe in constantly reviewing and developing our teaching, facilities, services and staff                                          |
| <b>Respect</b>       | we endeavour to treat everyone equally and with respect, understanding that everyone is unique with different needs and different goals |
| <b>Collaboration</b> | we recognise the importance of working and studying together, as a team                                                                 |

## Student Charter

Initial Information and Enquiries

- all ELC's promotional materials provide a clear and accurate account of our courses, facilities and services
- all enquirers may take the opportunity to visit the school, view the facilities and speak freely to staff and students

At an ELC school

When starting on a course at the school, you will receive:

- information about the timetable and teachers on your course
- an academic induction programme including an assessment of your learning needs and current level
- a Student Handbook containing information about the school, its facilities and services
- information about ELC's welfare services, homestay accommodation, Social Programme, the city + living in Britain

During a course you will have the opportunity to benefit from:

- |                                                                              |                                          |
|------------------------------------------------------------------------------|------------------------------------------|
| • a programme of study relevant to your needs and goals                      | • regular progress checks                |
| • a healthy, safe environment which supports effective learning              | • competent and properly qualified staff |
| • individual help and advice, educational guidance and welfare services      |                                          |
| • access to advice and information concerning progression to further studies |                                          |

On completing a course, ELC will provide:

- guidance and advice about how to continue studying English
- a Certificate of Attendance
- results of examinations quickly after ELC has received them

ELC expects all students to:

- attend all lessons on time and inform the school if they are unable to attend
- inform ELC if they have any problems with their course, accommodation or any other services provided by ELC
- treat all students and staff with the respect that they would expect for themselves
- complete all homework and course work on time
- meet their financial commitments
- care for the physical environment of the school and observe all Health and Safety Regulations

Problems or Complaints

ELC is committed to providing excellent customer service and dealing promptly and efficiently with any problem or complaint

- if you are unhappy with your class, you should speak to your teacher or one of the Academic managers
- if you are unhappy with your accommodation, you should speak to Student Services/an Accommodation Officer
- if you are unhappy with any other aspect of ELC, you should speak to the Principal/Centre Manager
- if you are unhappy with the ELC's response to any complaint, you have the right to complain to EnglishUK. We will provide details of this complaints procedure in full on request.