

## Quality Assurance Policy

### Purpose

This policy sets out the measures that ELC takes to ensure that the highest standards of tuition and service are maintained and how we evaluate these.

### Scope

This policy applies to all staff and students of ELC.

### Background

ELC is committed to providing excellence in English language tuition, student services and support. Our quality assurance measures are in place to consistently evaluate that:

- learning programs are meeting student needs
- teaching resources are engaging and appropriate
- teachers are delivering quality tuition
- services meet or exceed student expectations
- students feel informed and supported throughout their enrolment

### Policy

#### **1. Setting of standards in programs, tuition and services**

##### **a. Programs and resources**

Courses are reviewed on an annual basis. New courses may be introduced to the market according to market trends reflected student needs and expectations. Special Focus Modules and English Extra classes may be updated and varied more frequently in order to cater to the specific student cohort.

Teaching and learning materials are reviewed at the end of each 12-week teaching cycle with feedback from both teachers and students. Supplementary resources are regularly purchased in order to keep the course current in terms of content and use of technology. Localised resources may also be developed by senior academic staff. Student coursebooks may be changed annually or the latest editions purchased.

##### **b. Teaching quality**

ELC aims to provide consistency and quality in the delivery of all classes through the selection of only suitably qualified teachers with a minimum qualification of: Undergraduate degree + Specialist TESOL/TEFL certificate (CELTA) and relevant experience teaching adult learners.

Teaching quality is monitored through an ongoing observation program aimed at identifying and addressing teachers' professional needs. New staff are observed at least once in their first three months and thereafter approximately 3 times per calendar year. If a teacher is having difficulties with a class an observation could take place sooner than planned.

Teachers also receive professional development opportunities through:

- guided lesson planning
- professional development workshops
- peer observations

### **c. Student services**

Student support is provided in the areas of:

- Accommodation: Many student accommodation options as well as support in finding own accommodation
- Work: Online preparation for work course; weekly workshops and dedicated work coordinator
- Welfare: Dedicated welfare counsellor
- Social activities: Monthly social activities program
- Academic counselling: Daily academic counselling appointments with senior academic team

Students are informed of the availability of these services through their student handbook, the school app and posters around the school. Dedicated staff manage the provision of these services and are available for student appointments.

## **2. Evaluation of courses, materials and services**

Data is collected from the following evaluation methods and is used for short-term quality control and in the long-term to inform academic, administrative and marketing decisions, such as curriculum design and strategic planning.

### **a. Exit evaluations**

On completion of their course all students complete a paper-based exit evaluation. These exit evaluations are reviewed weekly by the senior academic, student services and marketing managers.

### **b. Whole-school evaluations**

Three times a year all students currently attending the school complete an online comprehensive evaluation of all aspects of the college.

### **c. Student focus groups**

From time-to-time students are invited to participate in focus groups to evaluate existing programs and make suggestions regarding new programs.

### **d. Accommodation survey**

Students in residential accommodation are sent a link to complete an online feedback form after their first week and at the end of their stay.

### **e. Teacher feedback**

Teachers are invited to complete an online course feedback form after each 12- week course period. This asks for feedback on the coursebook, supplementary materials, assessment tools and timetable.

### **f. Face to face appointments**

Students may make an appointment to discuss academic or accommodation issues directly with the senior academic or student services team via the school app. Appointment slots are available daily.

## **3. Responding to feedback**

Exit evaluations are reviewed on submission and the appropriate manager determines if there is an issue that appears necessary to deal with urgently. Once every 4 weeks a senior staff meeting is held attended by the Academic Director, Student Services Manager, Director of Studies and Senior Academic team. At this time, course evaluations are discussed and action taken as required.

### **a. Feedback about teaching**

If negative feedback about a particular teacher is received the following procedures are followed:

- a. If minor: Discuss directly with the teacher and plan for change. Support the teacher through assisted lesson planning and mentoring.
- b. If serious: Discuss with the teacher and arrange a lesson observation. If the observed lesson is satisfactory the teacher will be supported but relevant changes may be recommended. If the lesson delivery is unsatisfactory it may be necessary to change to teacher to a more suitable level or give them notice if they are within their probationary period.

### **b. Feedback about courses (resources, timetables etc)**

Feedback regarding teaching resources is discussed at the end of each 12-week cycle by the Senior academic team or incidentally more regularly as necessary. Curriculum, resources or timetable changes may be implemented as a result as appropriate.

### **c. Feedback about facilities**

Feedback regarding premises or facilities provided in the whole school evaluations or exit evaluations is reviewed by the management team and immediate measures taken if feasible or more substantial measures budgeted for as required.

### **d. Feedback about accommodation**

Student satisfaction with accommodation is continuously monitored by the accommodation manager and accommodation visits are made on a regular basis.

The manager liaison with the accommodation provider to rectify any issues and determines if urgent remedial action should be taken such as the placement of the student in alternative accommodation.

Any minor issues arising from verbal comments or written feedback are noted and if a pattern emerges, investigation and inspection may be necessary. Feedback about host families is also entered into the database and checked regularly.

### **e. Feedback about marketing**

Student feedback about agents or accuracy of marketing information is reviewed by the marketing director and addressed directly with the agent as necessary and may result in further agent training and/or review of agent marketing materials. Marketing materials provided by ELC are reviewed at least twice a year to ensure they are current and accurately reflect the programs and services on offer.