

QUALITY ASSURANCE POLICY

Purpose

Our Quality Assurance Policy aims to reflect LanguageUK's strategy in all areas of our core institutional functions as company management, Teaching-Learning-Assessment, Safeguarding and Welfare of staff and students, and to pursue continuous improvement in all these areas.

Principles

The Quality Assurance Policy will:

- Support the key objectives and the vision, value, and aims of the Principal.
- Put the needs of students first.
- Promote a shared understanding of the concept of continuous improvement.
- Encourage all members of LanguageUK community to exercise their rights and responsibilities in ensuring continuous improvement.
- Develop and continuously improve procedures to support and challenge performance.

Procedures

The managers will produce a regular school evaluation report for the Director and an annual Development Plan for the school which will identify future projections regarding programmes, courses and quality assurance procedures.

The Development Plan will include:

- LanguageUK's overall performance for the past year.
- Future marketing strategies and targets for the forthcoming year including financial targets, and review of key performance indicators.
- Student experience report – attendance, academic performance, and welfare.

Apart from the areas related to financial evaluation, The Director of Studies, the Academic and Accreditation Consultant and Operations Manager will support the Principal in Quality Assurance by overseeing the quality of teaching-learning-assessment, daily administrative office workflow and Safeguarding&Welfare regulations.

To maintain the company standards and improve the quality of services LanguageUK provides and ensures:

- Dedication to ensuring a motivated, dynamic team that provides the best possible student experience.
- Scheduled site visits to all our residences and host family accommodations to ensure our standards are upheld.
- Manager, senior teacher, and peer observations and additional training of all our teachers, especially near the beginning of their employment.

- Varied and applicable Continuous Professional Development opportunities for all our staff, ensuring that LanguageUK is a dynamic and rewarding place to work where motivated and well-trained staff offer the best possible service.
- External training options for teaching, administrative and managing staff.
- Frequent participation in events, partnerships, and attendance at industry conferences, including extensive teacher profile and development opportunities.
- Intensive and tailored onboarding, training, inspection, and assessment procedures in each of our departments.

Monitoring

- Issue questionnaires at the end of week one to obtain feedback on homestay, travel, and week one of their course.
- Issue End-of-Course questionnaires to all students who are leaving the school. This covers all aspects of their stay including accommodation and the social activities offered as well as the teaching. Results from these questionnaires are summarised and fed back to staff at their regular meeting.
- Student induction and Welcome pack.
- Day-1 meeting with group leaders of the junior groups; then follow-ups take place.
- Meet regularly with Agents to seek feedback.
- Hold social events for homestay hosts to seek feedback.
- Study exam results.
- Analyse student numbers and nationalities.
- Study staff turnover.
- Staff Feedback.

Improvement Planning

The LanguageUK Development Plan will be the responsibility of the managers and will meet the following criteria:

- Reflect priorities agreed with the Director.
- Be based on self-evaluation.
- Be discussed fully with staff and student representatives.
- Be realistic and manageable.
- Indicate resources and appropriate continuous professional development (CPD) to support initiatives and the needs of staff.

Self-Evaluation

All teaching staff should be reflective practitioners who constantly seek to improve their practice to deliver the highest quality of learning experiences. All administrative staff and designated safeguarding leads should be reflective and attentive practitioners of all Safeguarding and Welfare procedures in place. All self-evaluation grading and comments should be qualitative and evidence-based. For assessing student satisfaction, as well as host families' satisfaction as stakeholders of LanguageUK, relevant questionnaires and surveys are conducted and evaluated.

Observing practice

Teaching quality and welfare of the students are the most important areas of LanguageUK's quality assurance approach and practice. This involves:

- Formal classroom observations are conducted as agreed with colleagues.
- Monitoring the students' learning experience.
- Teaching and sharing practice.
- Peer observation between teachers to observe each other and to enter professional dialogue about learning and teaching.
- Observation of learning and teaching and observation by the Academic Manager
- Records of observed lessons are stored and used to identify good practices, areas that need improvement, and developmental needs of the school.

For overall monitoring of the quality, all departmental reports such as academic progress, student success rates, student satisfaction survey reports, and sales and marketing reports are examined by the Principal, in order to take necessary company and managerial actions as well as report to the Director.

Reporting progress

All management staff reports back to the Principal during their meetings and uses the necessary communication channels to share the outcomes/ suggestions/ improvement areas in the report with the staff and make this report available to staff.

This policy is reviewed and updated annually.

Reviewed March 2021

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