

Updated: May 2019

Next Review: May 2020

FEEDBACK POLICY/PROCEDURES

Aim:

Express English College aims to get feedback for all aspects of its services such as teaching and learning, accommodation, social programmes, college facilities, agent services and airport transfer. The purpose of this procedure is to ensure that EEC regularly updates and to reviews its services delivered to students.

Procedures:

- On the first day of the course, students will go through an induction programme. At the end of the induction day, a questionnaire will be given to the students asking them to give feedback about their arrival and induction procedures.
- During the first week, an Individual learning plan (ILP) meeting will take place with the academic manager. During this meeting, the academic manager (AM) will not only discuss learning targets with the students but also request them to fill in early days' questionnaire.
- On a monthly basis, all students will have a tutorial meeting with the AM. If students are to stay less than four weeks, they will have one tutorial with their teacher. These tutorials are important in setting personal learning goals with students and help in meeting student's expectations. Information collected during tutorials is reviewed and discussed regularly by the academic manager with the teachers.
- In the final week, all students will be given an end of course review meeting with the welfare manager (WM) and the AM. Students will be requested to complete a questionnaire about their experience in the college.

FEEDBACK MEETING

Once a month, a feedback meeting will be held in which the WM will review all the feedback collected from the students as well as log any action that needs to be taken in response to that feedback as agreed by other staff.

Where a student expresses any major concern in their feedback form, the WM will try to resolve the concern by following complaints policy procedure. Please refer to the complaints policy for more information.