EXPRESS ENGLISH COLLEGE

FEEDBACK POLICY

Green Standard Schools

PREPARATION COURSES FOR TRINITY COLLEGE LONDON Secure English Language Tests

Accredited by the BRITISH COUNCIL for the teaching of English in the UK

MEMBER ENGLISH UK

YOUNG LEARNERS ENGLISH UK

Member of Greater Manchester Chamber of Commerce

EXPRESS ENGLISH COLLEGE

www.expressenglishcollege.co.uk
info@expressenglishcollege.co.uk
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eecollege
ExpressCollege
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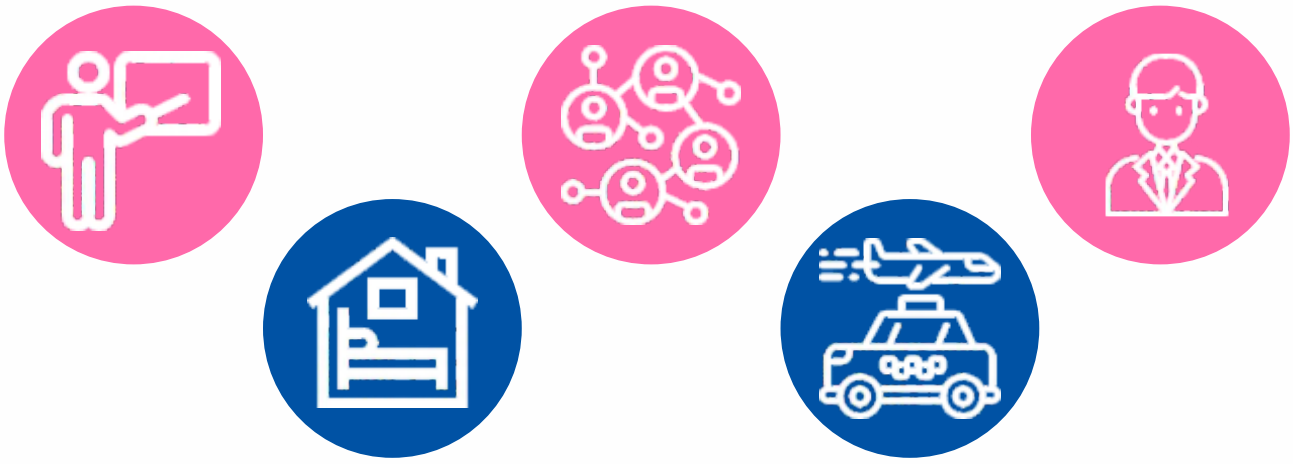
STATEMENT

Express English College collects feedback on all aspects of our services: teaching and learning, accommodation, social programmes, college facilities, agent services and airport transfers. We collect feedback to ensure quality of provision and to monitor client, most especially student, satisfaction, through the regular updating and reviewing of our services.



DISTRIBUTION

This policy constitutes an internal document and is available to staff and both existing and potential students of Express English College.

PROCEDURES

On the first day of the course, all students participate in an induction programme. We ask students to complete a questionnaire about their arrival and induction session, upon completion.

During the first week, students attend and contribute to an Individual Learning Plan meeting with the Academic Manager or Assistant Academic Manager. The purpose of the meeting is to discuss and negotiate learning targets with the student. Each student will also fill in an Early Days' Questionnaire at this time.

All students studying for more than one month meet the Academic Manager for a tutorial every month. These tutorials help students to set and revisit personal learning goals, so they receive the greatest possible benefit possible from their course.

In the final week, students undertake an end of course review meeting with the Welfare Manager and the Academic Manager. They can finalize ILP goals and record and talk about future educational or other pursuits. Students also complete a questionnaire about their experience in the college.

FEEDBACK MEETING

The Welfare Manager will hold a meeting with other members of the management team every month. The Welfare Manager will review feedback, recommend action to relevant members of staff, and monitor outcomes.

If a student expresses any major concern in their feedback form, the Welfare Manager will try to resolve the concern by following the EEC complaints policy procedure. This may also involve the Academic Manager, if the problem highlighted is an academic one; The AM may then need to take steps to assess/address the root cause of the concern (by such activities as class observation, checking of resources, etc.)

Tim Catterall
Academic Manager

Moz Pereira
Welfare Manager

Review: Reviewed August 2021 (TC)

This document to be reviewed by the management team not less than every six months. Next review due October 2021. It may also be subject to any changes based on UK law.

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