

Feedback Policy

inlingua Leeds is committed to ensuring a good student and staff experience by routinely taking feedback and developing Action Plans to ensure that areas of dissatisfaction are improved.

All feedback taken will be anonymous to allow full honesty without fear of negative consequences.

All feedback will be collated and delivered without editing, beyond joining similar answers together for statistical purposes.

All feedback will be taken seriously and not downgraded or excused.

Student Feedback

Student feedback is paramount. Students are given feedback forms at the mid-term and end of term points. Feedback forms are kept consistent to ensure that consistent and comparable data is collected. At the end of their courses, students are asked to complete a review on Google or on CourseFinder.

Feedback is then collected into End of Term Reports, along with Academic Reports and Statistical Reports (end of term only). These are then reviewed by the academic and management teams, who use these to inform future policy, provision and classroom practice.

Feedback on Student Welfare is collected at the middle of the course, with welfare being included in the End of Course feedback.

Staff/Teacher Feedback

Staff and teachers are required to complete feedback forms at mid-term and end of term points. Feedback forms are kept consistent to ensure consistent and comparable responses.

Staff/teacher feedback is collated into End of term reports which are then reviewed by the management team and developed into Action Plans.

Teacher and Staff feedback is also collected verbally through the weekly Academic Meetings and recorded in the minutes to be included in Action Plans.

Maintaining satisfaction

inlingua Leeds wants all students to make progress whilst studying and to be challenged by the academic rigour of the courses through appropriate content and good teaching. inlingua Leeds looks at ways to ensure that students are happy at all stages.

Before arrival:

- send the student information about life and studying in the UK and in Leeds, including safety advice
- send student handbook and Welcome Packs
- complete an application form and language test to ensure good class placement

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Management

- ask the student to send any evidence of the English language level (for example an existing IELTS score)
- ask the student for information on any learning difficulties or other reasons that may inhibit their studies

On arrival:

- test all new students to determine their current level of English and place them in the most appropriate class
- manage student expectations about what they can achieve in the time they will study, based on their current ability and aims through a welfare questionnaire
- ensure accurate records from initial interviews and teacher-led follow ups

During studies:

- provide high-quality instruction
- set, check and give feedback on regular homework assignments
- promote learner independence
- provide opportunities and resources for students to learn independently
- give regular feedback to students on their progress through weekly tests
- set, mark and give feedback on weekly tests
- continuously assess students' progress by setting appropriate assessment tasks, which are linked to the level descriptors
- provide some input into cultural awareness of life in the UK to help students to integrate into society
- flag up those students who are not meeting the required standard with the management who will speak to the student individually
- inform students of their scheduled teachers and any changes to this
- provide assistance to students who wish to apply for further and higher educational courses
- provide a high level of welfare and support to students
- provide private study spaces and support to encourage independent study
- provide helpful advice on university applications and counselling
- dealing with all complaints quickly and efficiently

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After studies:

- follow up on students to ensure continued satisfaction
- make use of previous students for marketing and promotion to prospective students
- invite previous students to events in the UK and internationally

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