

Quality Assurance Policy

Our aim is to provide high quality, personalised language tuition to international students.

inlingua Leeds will not try to maintain this quality but will always actively seek to improve the service provided to students.

inlingua Leeds will:

- Monitor student satisfaction through feedback forms at mid-term, as well as at the end of each term.
- Take feedback on all areas of our services.
- Take all feedback seriously and use it to create plans and changes to the school.
- Informally check on student satisfaction through check-ups and student focus groups, where appropriate.
- Keep detailed records of any complaints and address these in action plans.
- Seek to develop SMART goals for all points in each action plan, to be able to accurately track improvements.
- Provide regular wellness, safety and healthcare sessions to ensure the welfare of students at inlingua Leeds.
- Monitor feedback from external accreditors to find areas of improvement.
- Seek help from external consultants where necessary to get an outside view on procedures and policies in place.
- Review our student information to try and get a good mix of nationalities, ages and backgrounds to create an international, engaging atmosphere for our students.
- Review all student results to see where fails/passes are happening and see what the College can do to improve this.
- Ensure experienced support staff and counsellors are on hand to provide university application guidance.
- Provide extra support classes for students who are failing.
- Monitor how students are finding out about our College (website, agency, personal recommendation etc.). We consider personal recommendations to be a mark of good service and value for money.
- Provide opportunities for students to integrate into Leeds and the UK and activities to socialise, learn about the UK and see areas of interest.
- Monitor which universities students are progressing onto and how they are doing at university to ensure better advice for future students.
- Collect feedback from staff each term to evaluate the running of each course and try to improve the working conditions for them, so that they in turn can work better at providing a good service for our students.
- Provide a clear and well-advertised complaints procedure in every room so all students feel that they can complain about things they are unhappy with.

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Management